User Manual - System Administration

Intelligent Tools for Policy Design

User Manual

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Document Description:	This is the user manual of the FUPOL system for IT specialists and system administrators. The objective of this document is to describe system from the administrator's point of view, to give guidance on using its features and to support the administrator in learning about FUPOL.

History

Version	Date	Reason	Prepared / Revised by
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2. Accessing FUPOL

FUPOL is a web based application and thus has to be accessed using a web browser.

The following browsers are "officially" supported:

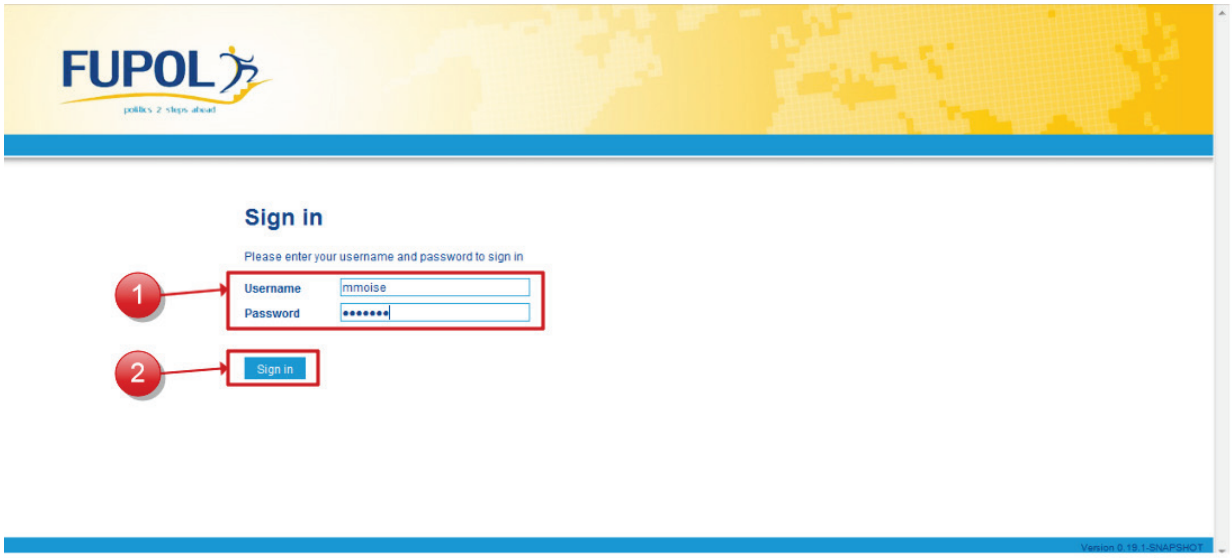
- Firefox 18

During development we use additional browsers and fix basic errors, but we can't guarantee that the application is fully compatible with these, as there's no systematic testing performed with the following browsers:

- Internet Explorer 9
- Safari 6
- Google Chrome 24

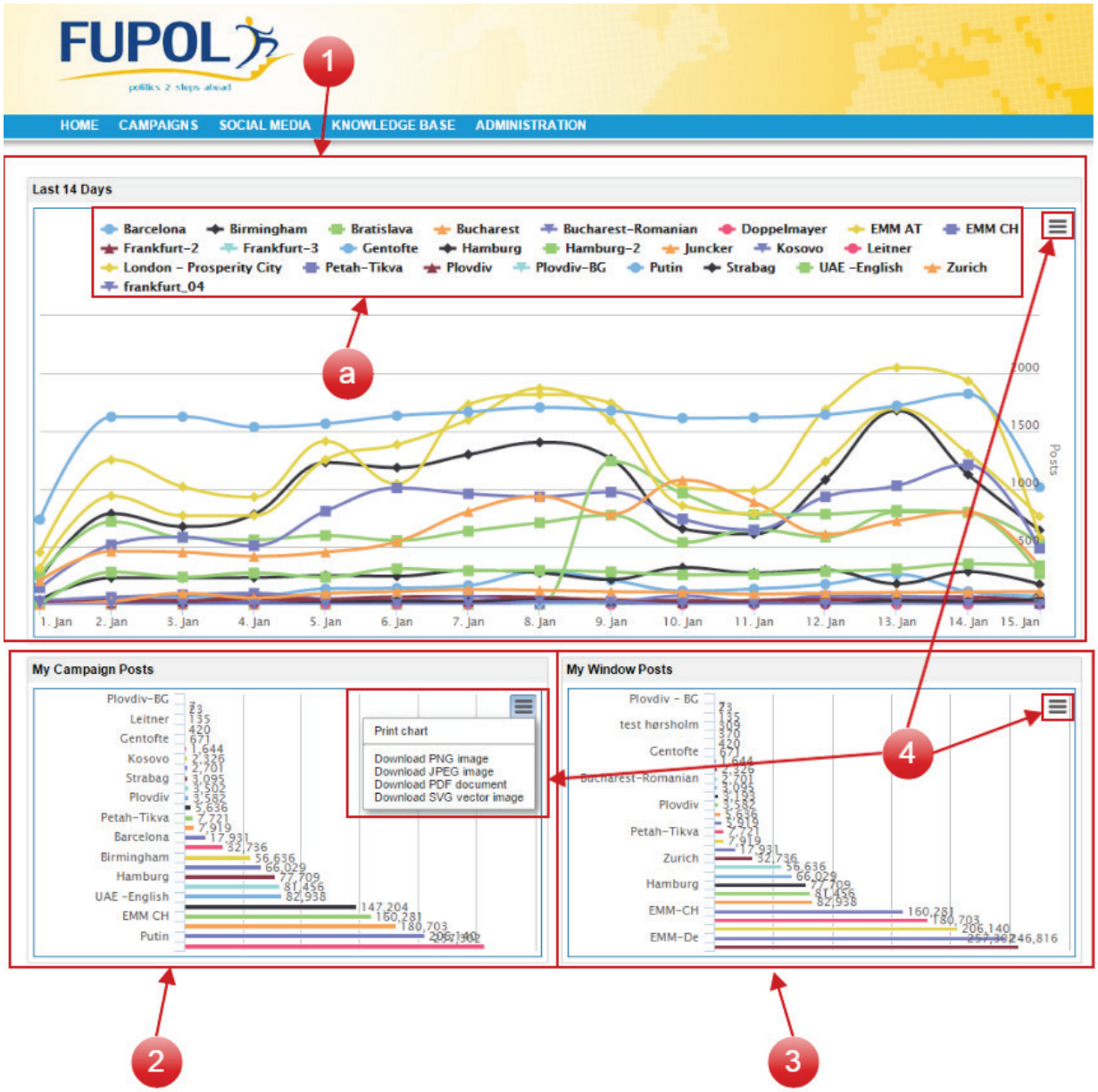
2.1. Signing In

1. Provide your username and password
2. Click the 'Sign in' button.



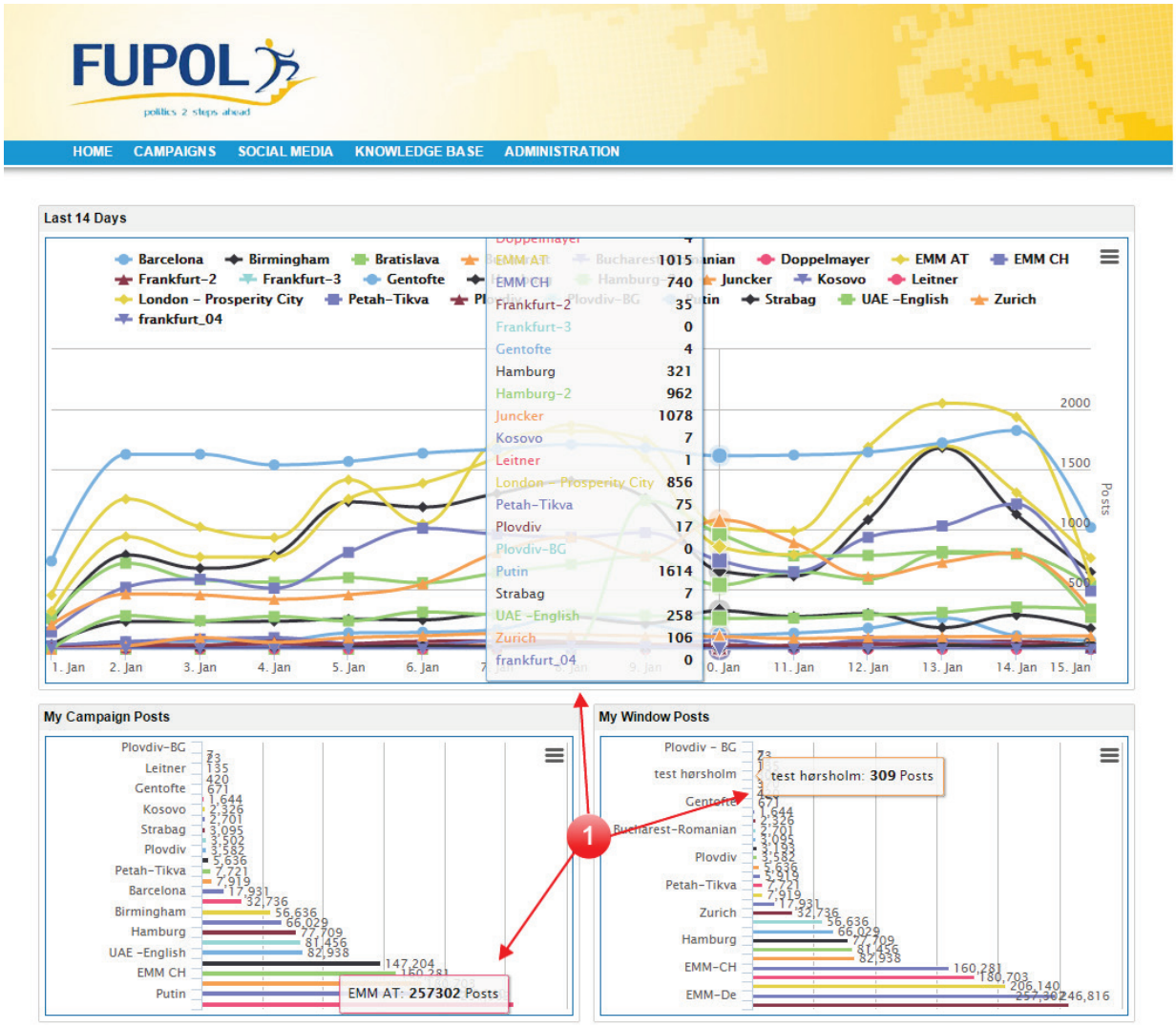
After signing in you should see the FUPOL Console's start page, that shows 3 graphs displaying information about the campaigns running on the platform.

The first graph shows the evolution of post numbers for all the campaign in the last 14 days. The other two graphs show the number of posts for each campaign and the number of posts for each social media window.



1. General graph showing post activity for all campaign over the last 14 days
    1. Legend showing all campaigns
2. Graph showing number of posts for all campaigns
3. Graph showing number of posts for all social media windows
4. Menu button for each graph; options include printing the chart or downloading the data as an image of pdf document

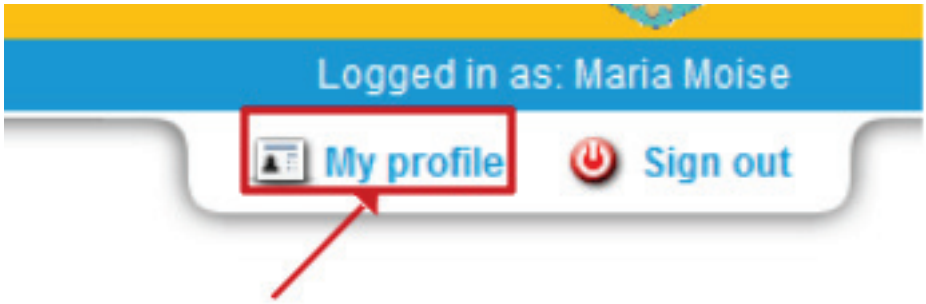
The three graphs are interactive. When the user hovers the mouse over an item in the graph, a popup is shown with information about the item in question. This effect is illustrated in the following diagram.



1. Popup information when hovering over an item in the graphs.

2.2. Viewing own profile

After signing in, user can view his own profile information by clicking the "My profile" link.

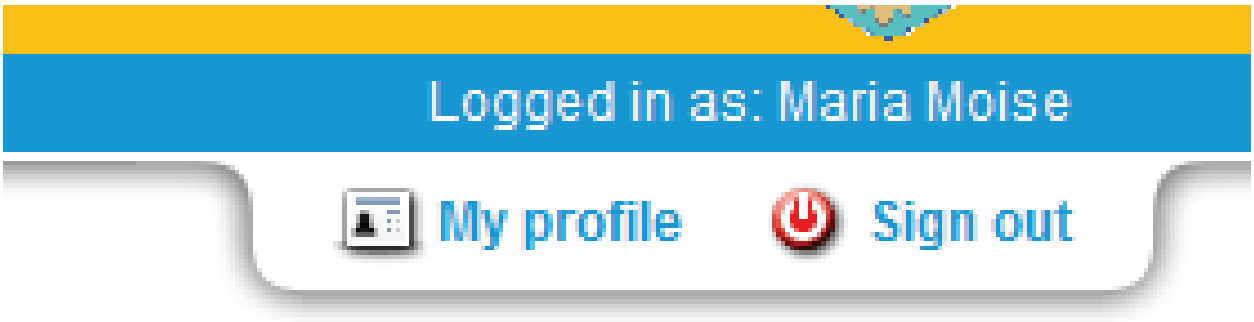


Clicking the link takes the user to the "View account data" page where important information is visible:

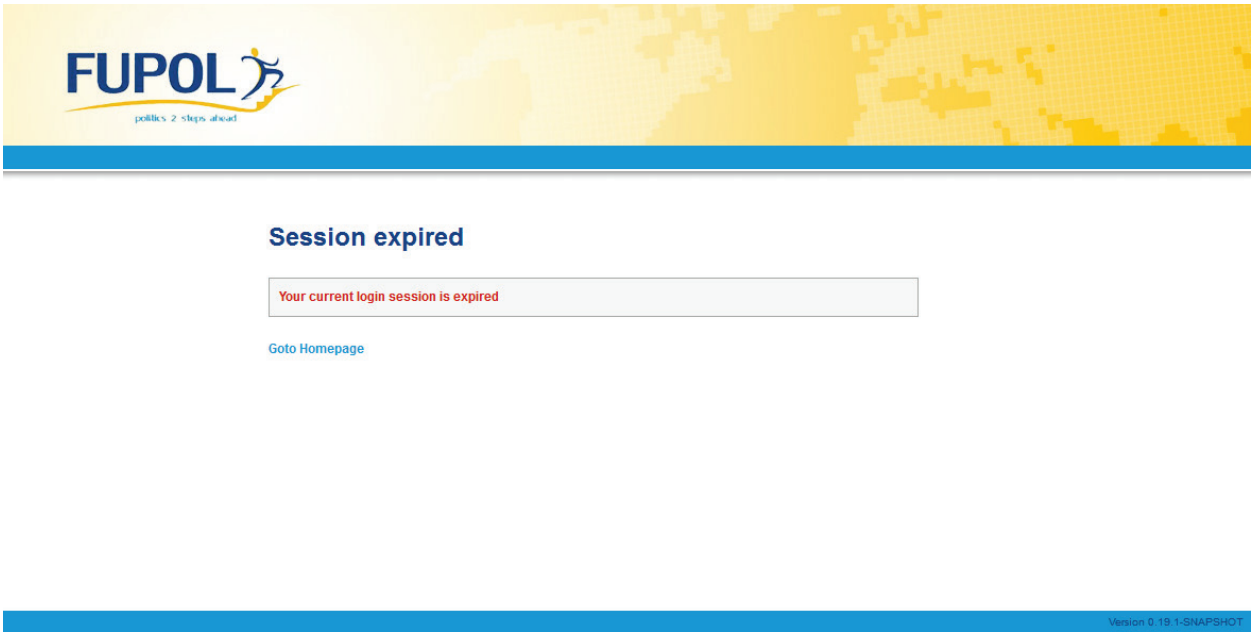
1. Account data
2. Personal data
3. Social media windows created by the user

2.3. Signing Out

We recommend signing out from the application if you won't use the system for some time. Signing out is done by clicking the 'Sign Out' link that is placed on the right edge of the menu bar:



Please note that the FUPOL Console will sign you out if you don't interact with the application for more than 15 minutes (session timeout). In that case the following screen will be shown:



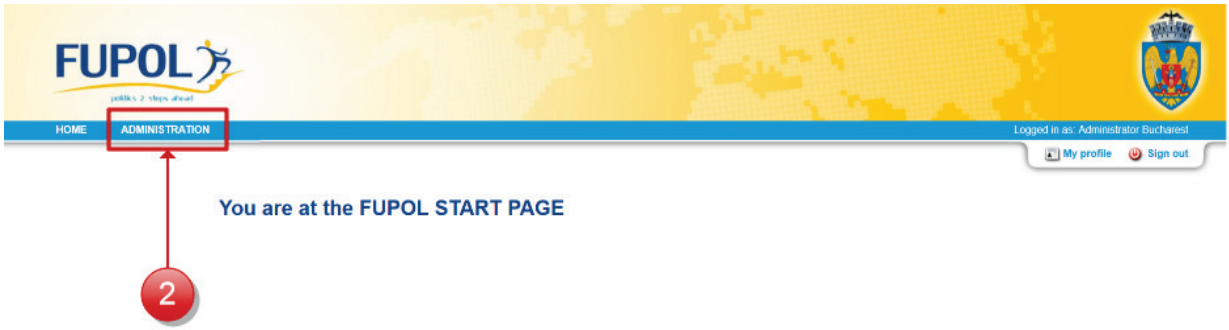
In order to continue working with the application you'll have to log in again (click the 'Goto Homepage' link to access the signin-page).

3. System Administration

3.1. Managing Users

In order to manage the users, the administrator must use the User Administration menu on the left side of the Administration page. After logging in, the FUPOL start page is shown with two options in the menu at the top: Home and Administration. Chose the Administration option:

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu



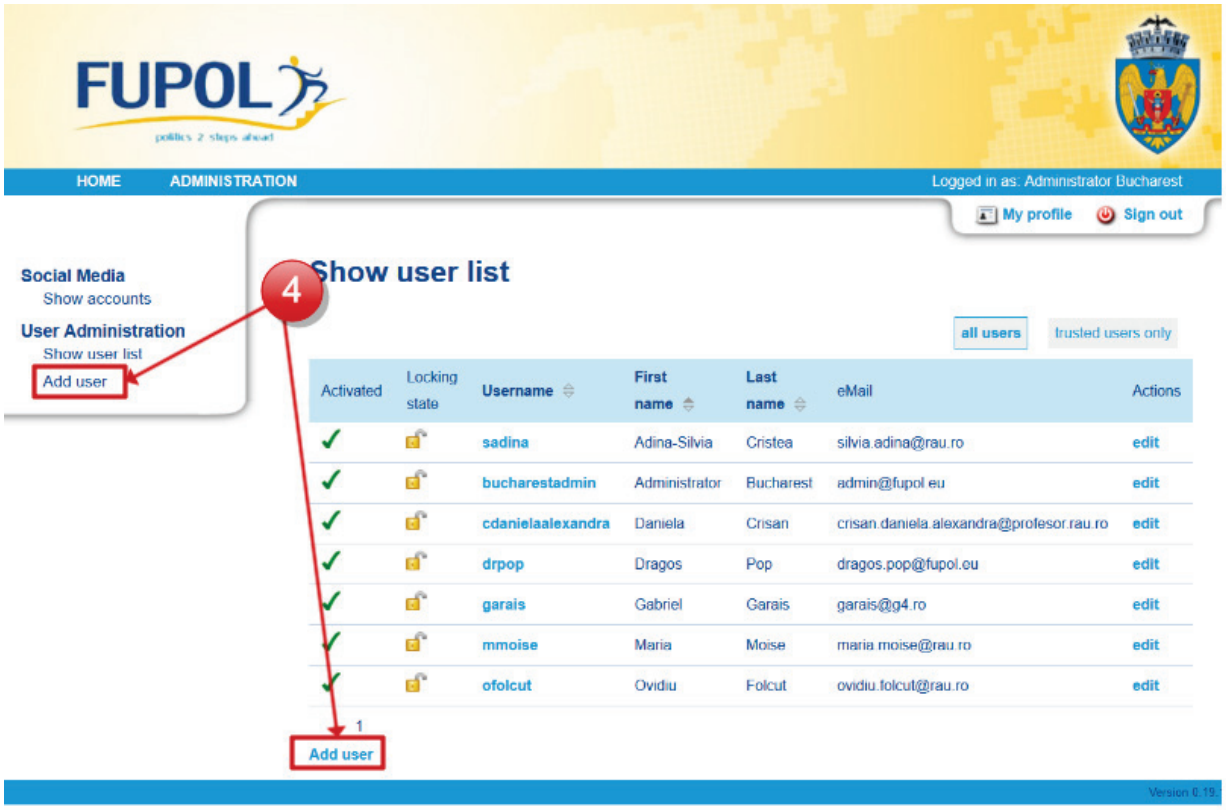
In the administration page there is a new menu on the left hand side. This menu offers two opions: manage users and manage social media accounts.

By default, when the administration page loads, the Show User List view is loaded.

3.1.1. Adding a new user

In order to grant system access to new users a FUPOL account has to be set up on *"Fupol-Client-Administration"*. The steps are as follows:

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu
3. Select "Show User List" from the menu bar
4. Click "Add User"
5. Provide the user's data
6. Save the new account

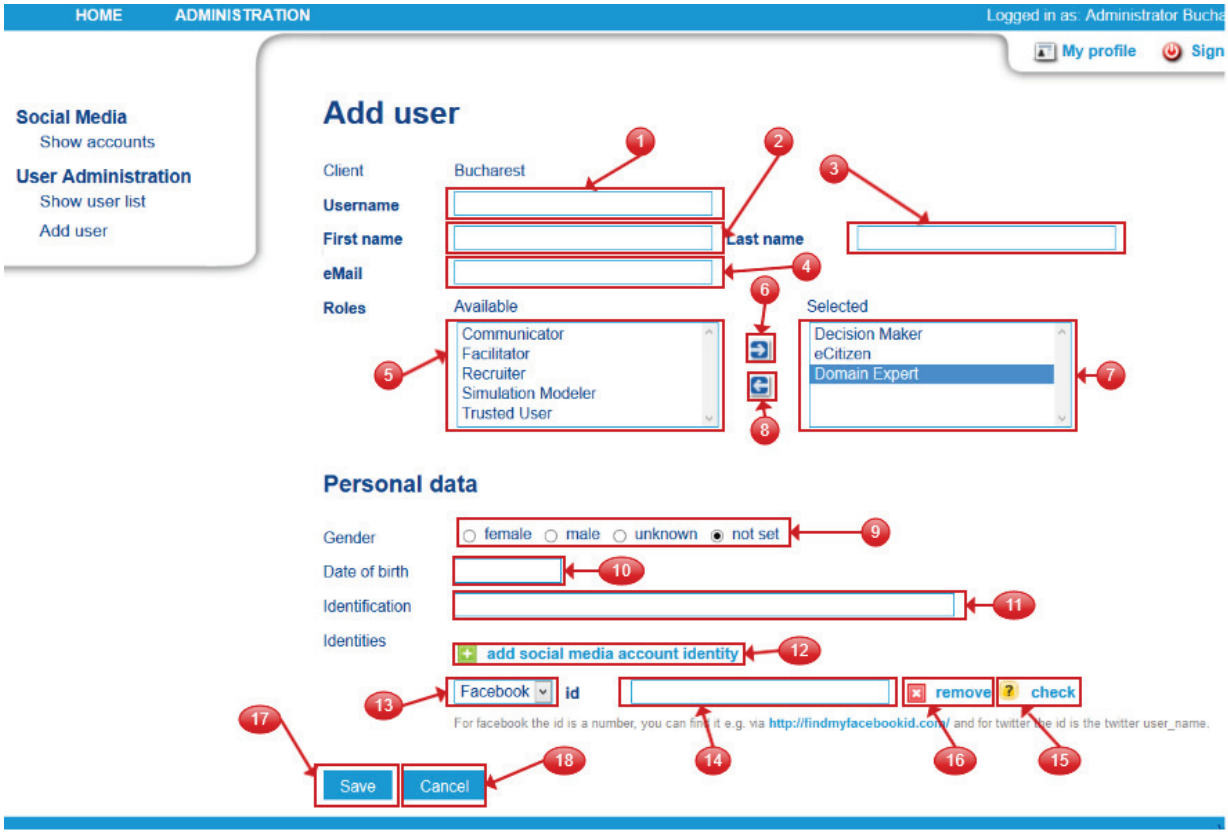


The Add User page show a form that must be filled with all the user data for the new account. The form fields are descriedb as follows:

Field	Description	Example
username	The username is the first part of the user credentials that the new user uses to log into the FUPOL client. (1)	johndoe
first name	Real frst name of the user. (2)	John
last name	Real last name of the user. (3)	Doe
email	Real email address of the user. (4)	john@doe.com
roles	A platform user can have several roles (described under this table). An administrator can choose the role(s) from the Available select box on the left (5) and then click the right arrow button (6) to add then to the Selected box on the right (7), thus assigning them to the user. If a wrong role has been added, the administrator can choose it from the Selected box (7), and remove it by clicking the left arrow (8). The process can be repeated multiple times.	Domain Expert; Decision Maker
gender	Gender of the new user. (9)	male
date of birth	Real date of birth of the new user. (10)	1970-05-31
identification	This field is intended for special user identification data, such as an official document like a passport number or a social security number. (11)	123SN456

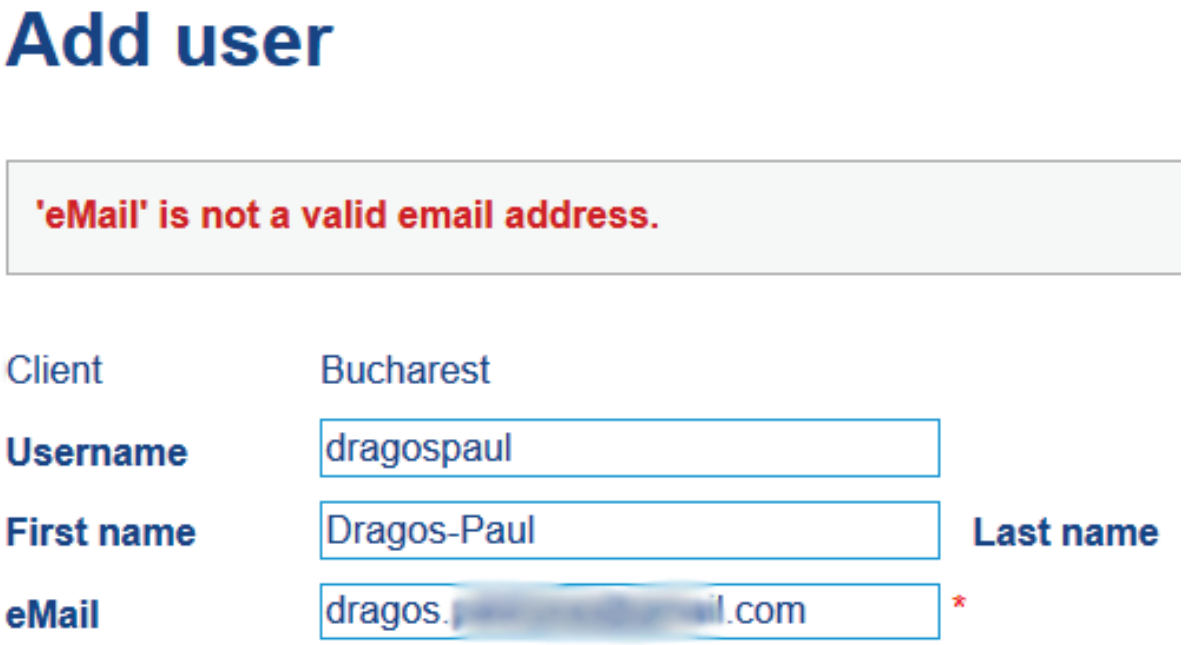
identities	The administrator can use this field to link multiple existing social media account to this user. The following types of accounts can be linked: Facebook, Twitter, Blogspot. To link an identity, the administrator must click the add social media account identity button (12), select an account type from the select menu (13) and insert the account id (14). If the id is unknown tools like http://findmyfacebookid.com/ can be used to find it. Optionally, the administrator can check to see if the social media account exists by pressing the check button (16), or remove the entry by pressing the remove button (15). The process can be repeated for multiple social media accounts.	15478452000

After the form has been filled, the administrator can either save the new user, thus creating it (17) or cancel the whole process (18).



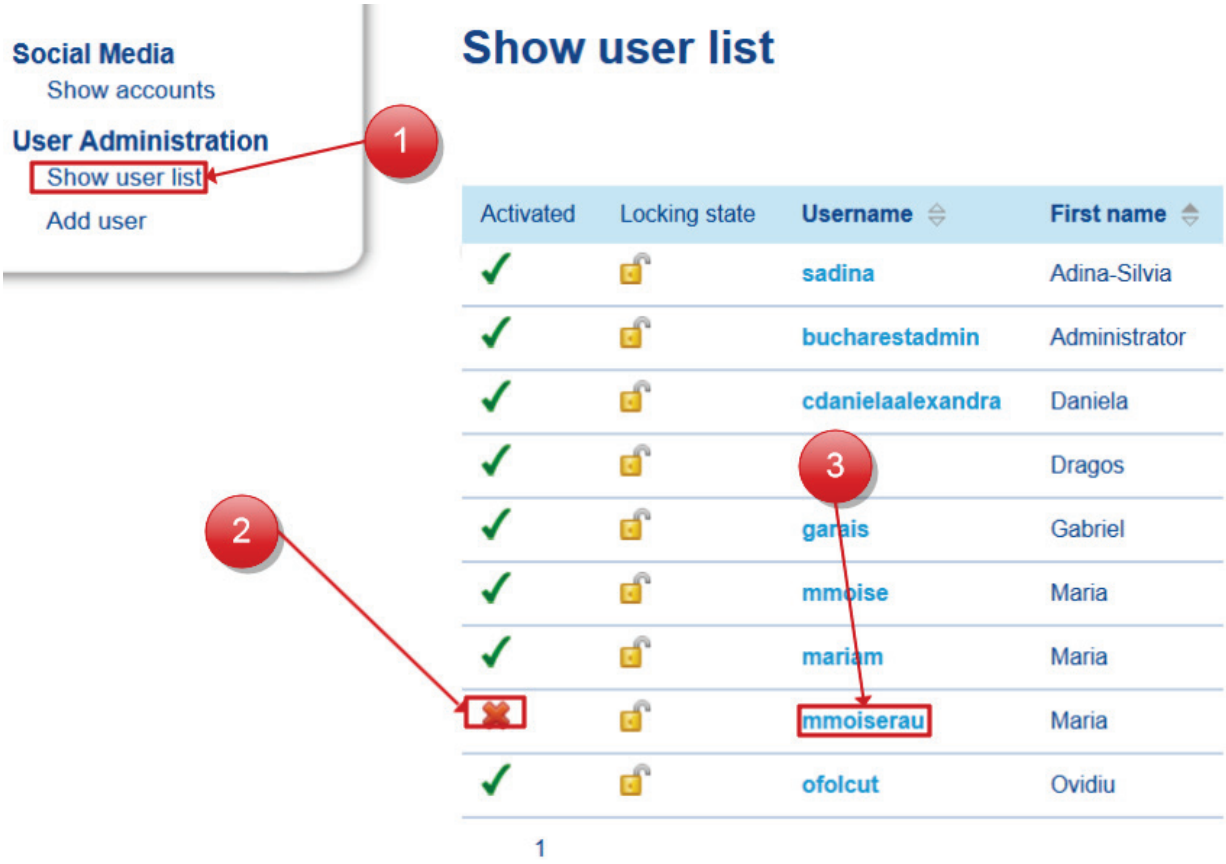
Icon

If anything is wrong with the data the administrator provided, the form will provide visual information (an * is shown next to the trouble form field) about the error encountered and a message describing it. Common errors include duplicate usernames and badly formatted email addresses.



Note that the user's account is still not active as it has no password set yet. In order to activate his account the user has to set his password. As a system administrator you'll now inform the user about this fact and provide the account activation link to him:

1. Navigate back to the user list
2. Notice the icon indicating the user is not yet active
3. Click the username of the desired user

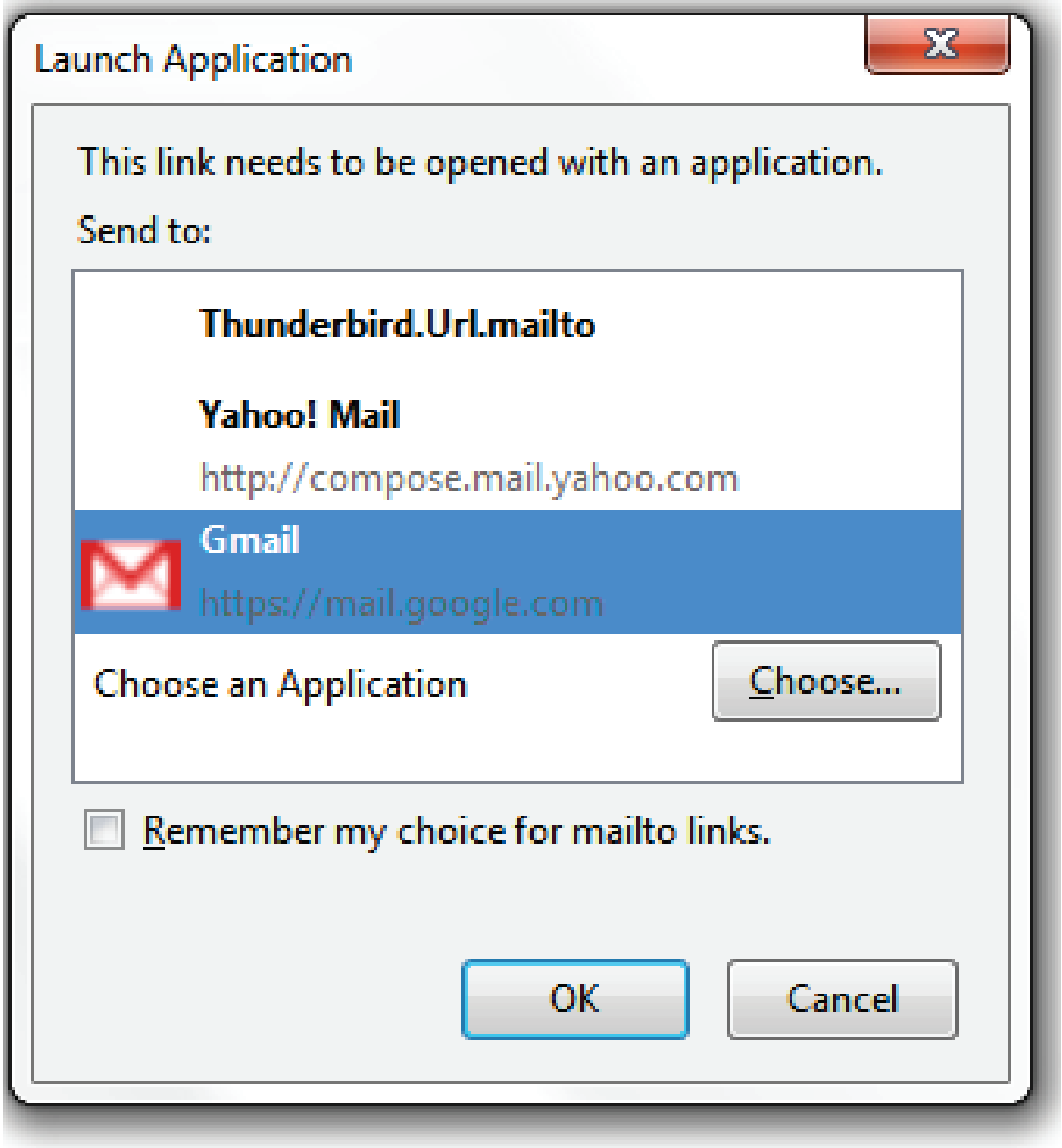


On the "View User" page that loads after clicking the username, do the following:

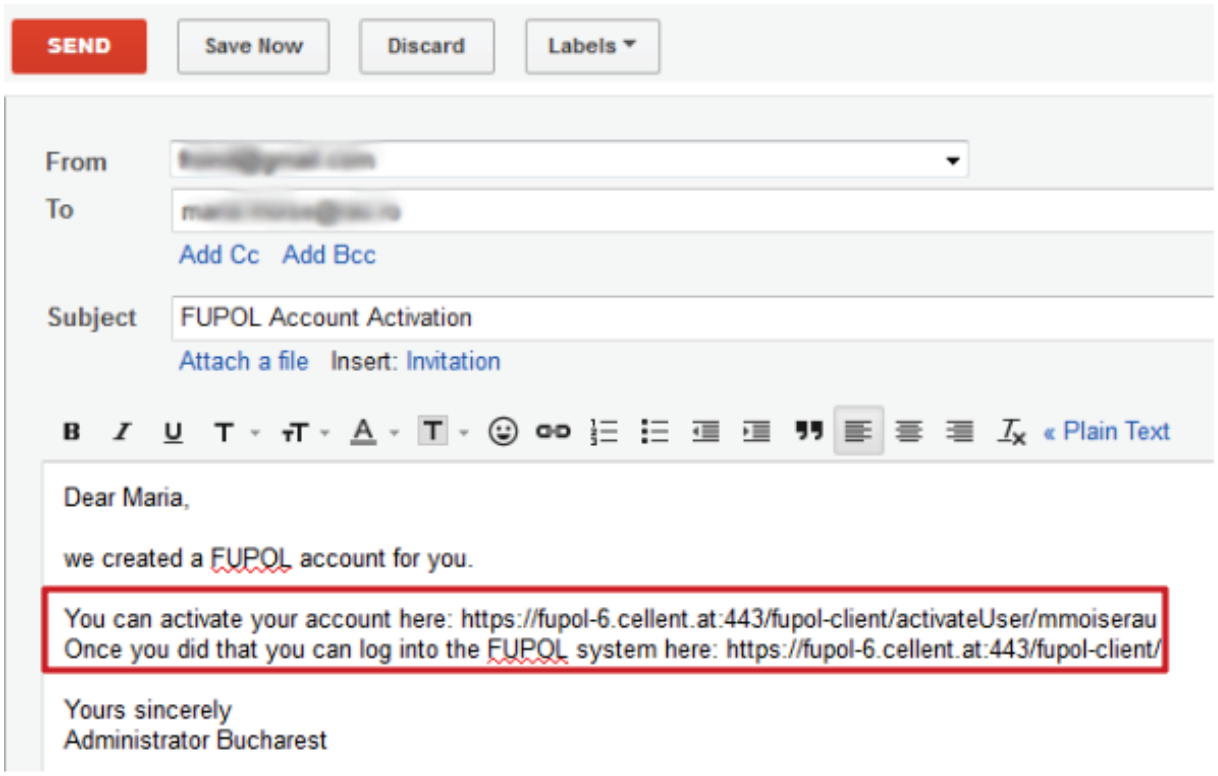
1. Click the "Send activation email" link

Icon

Please note that the link must be handled by an email manager on the user's computer (e.g. Outlook, Live Mail, GMail, etc.). If no default handler is present, the browser might ask the user to chose from a list of available managers. The illustration bellow provides a visual feedback that the Firefox browser offers upon clicking the link in question. Please note that other browser might behave differently.



Upon clicking the "Send activation email" link, a new email message is composed, detailing the newly created user how to activate the new account. The email message can be edited by the administrator before sending it to the user, but please note not to take out the important piece of information highlighted in the following illustration.



Because accounts must be activated on the "Account Activation Page" by setting the user's password, this step must be done by the user himself as the password must be kept secret. On the "Account Activation Page", the user must provide and verify the new account password. An illustration of this page is found bellow.

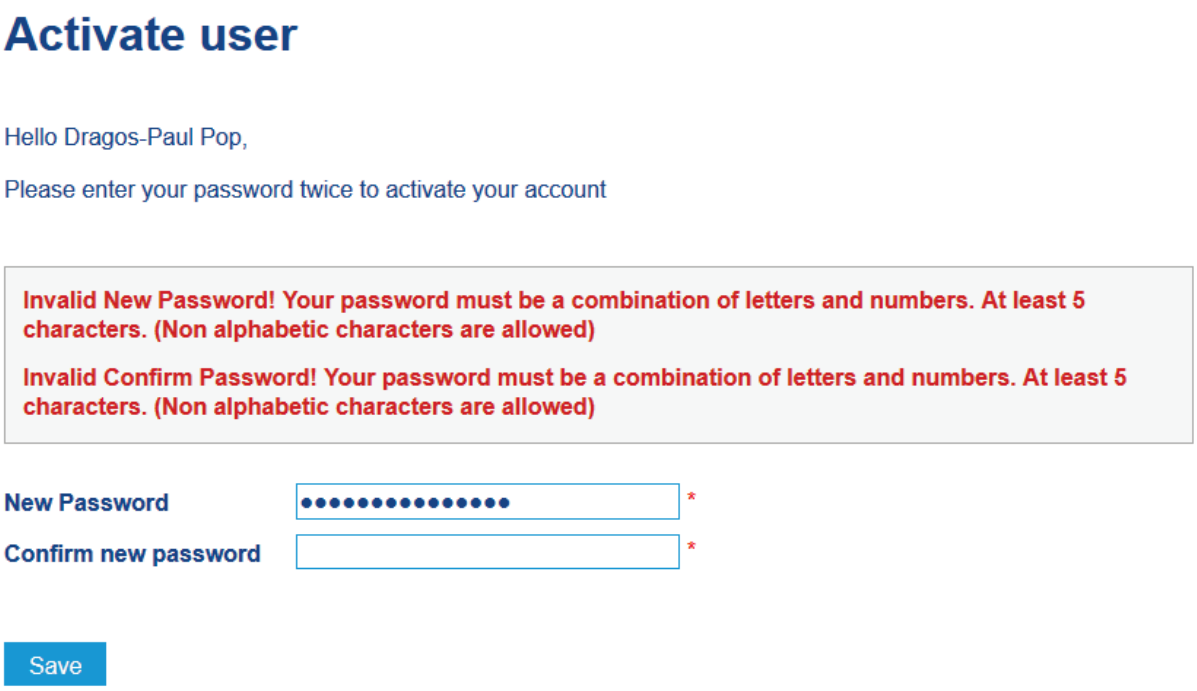
1. The user must chose a password
2. The user must enter the password again for verification
3. The user must click the "Save" button

Icon

Note that the password must follow these rules:

1. At least 5 characters in length
2. Must include both letters and numbers

If the rules are not validated, the user is prompted with an error message like the one bellow.


Activate user
Hello Dragos-Paul Pop,
Please enter your password twice to activate your account
Invalid New Password! Your password must be a combination of letters and numbers. At least 5 characters. (Non alphabetic characters are allowed)
Invalid Confirm Password! Your password must be a combination of letters and numbers. At least 5 characters. (Non alphabetic characters are allowed)
New Password
Confirm new password
Save

Icon

Please note that the administrator is not obliged to use the "Send activation email" method described above, as the activation email follows the pattern described bellow. Thus, the administrator can communicate the activation link to the user by any desired means.

The account activation page can be found at:

```
<base url>/fupol-client/activateUser/<username>

i.e. https://fupol-6.cellent.at:443/fupol-client/activateUser/paolo
```

Once the user's account has been activated the user should be able to access the FUPOL client application.

3.1.1.1. User roles

A user must be assigned roles in the system. A user can be assigned one or multiple roles. Some of the options are described below.

There are two categories for user roles: internal and external users. Internal users are known users, like decision maker, facilitator, domain expert, communicator, simulation modeler. Internal users take part in the creation and management of campaigns. External users are users outside of the FUPOL platform. External users include eCitizens and Trusted Users.

3.1.1.1.1. Decision maker

Typically some official from a council, involved in making decisions regarding one of the policy domains that FUPOL covers. He/she knows the policy domain well and has a vital interest in understanding the people's interests.

3.1.1.1.2. Facilitator

A facilitator is a user role in FUPOL with the main task of creating, managing and closing campaigns.

Being an expert in using FUPOL he's the one that gets the research task assigned to by the decision maker. The facilitator is responsible to deliver a report to the decision maker covering the results, including their validity. The facilitator selects the reviewers, requests additional data from domain experts, selects the right approach for the specific problem, selects the tools and their usage and issues social media polls, crowdsourcing activity and opinion mining with web crawlers.

Facilitators have a solid understanding of political science, statistics and the usage of social media, including the implications that data protection imposes on the legal applicability of tools and methods.

There's one facilitator for every research task (campaign).

3.1.1.1.3. Domain expert

The domain experts provide validated data on a given subject. Unlike community members the quality of their data is generally high and trusted by the system.

3.1.1.1.4. Communicator

Communicators support the facilitator with selecting the right social media sites, attracting eCitizens to participate in campaigns, include the press for dissemination etc.

The communicator role in FUPOL is essential for attracting as many eCitizens as possible to participate in idea finding, reviewing etc.

While the facilitator's role mostly covers using the tools and taking responsibility for the campaign's outcome, the communicator is the one to initiate communication between the administration, the press, the community of eCitizens etc.

3.1.1.1.5. eCitizen

eCitizens are people with some interest in a domain. Usually they are affected by political decisions and thus have a stake there. They are active internet users with social media accounts, blogs or news posts.

FUPOL will face registered and unregistered eCitizens.

3.1.1.1.6. Simulation modeler

A simulation modeler is a modeler specialized in simulations. The simulation modeler develops strategies, architectures, and solutions for integrating IT-simulations into daily business in order to support the business processes in the best way. The simulation modeler works closely together with the business clients and the technical staff (e.g. developers). He analyzes business information requirements and translates it into logical and physical model designs. The simulation modeler is also responsible for the relationship and integration of different simulation models across all modeling levels and disciplines.

Requirements elicitation in our partner cities has shown that only larger cities have their own simulation modeler staff. Medium sized cities usually buy this service from consulting companies.

3.1.1.1.7. Recruiter

The recruiter role can be assigned together with other internal roles. An internal user which also has the recruiter role assigned can create external user accounts, like eCitizens and Trusted Users.

3.1.1.1.8. Trusted user

A trusted user has higher priority than an eCitizen. A trusted user's opinions and social media activity rank higher than those of an eCitizen and this fact is underlined by the platform. Whenever a social media window is collecting data, data associated to a trusted user is highlighted by a special icon. Such an example is illustrated bellow. Remember that a trusted user must also be assigned the eCitizen role, as the trusted user role complements the eCitizen role.

Social Media Window
Search results
1
Start highlighting
2013-07-05 13:49:19
no topics available
Meeting in Zagreb for FUPOL.
2013-06-21 15:20:22
no topics available
Today in Pegeia attending EU-funded FUPOL project training about innovative ways to help us communicate better with residents using social media. We're now seeing results of the techie stuff over the past year. Impressive programme with lots of potential to get people involved in decision-making in Pegeia. First steps are unfolding in finding out what they think, providing a platform for ideas. Looking good!
2013-06-21 12:13:05
no topics available
Please give us your opinions regarding the improvement of the facilities at the Coral Bay area or problems you would like to be resolved. https://fupol-6.cellent.at/fupol-client/editableOpinions/805200 Please give us your opinions regarding the promotion of Yeronisos island as an archaeological attraction. https://fupol-6.cellent.at/fupol-client/editableOpinions/805205
<< < 1 > >>

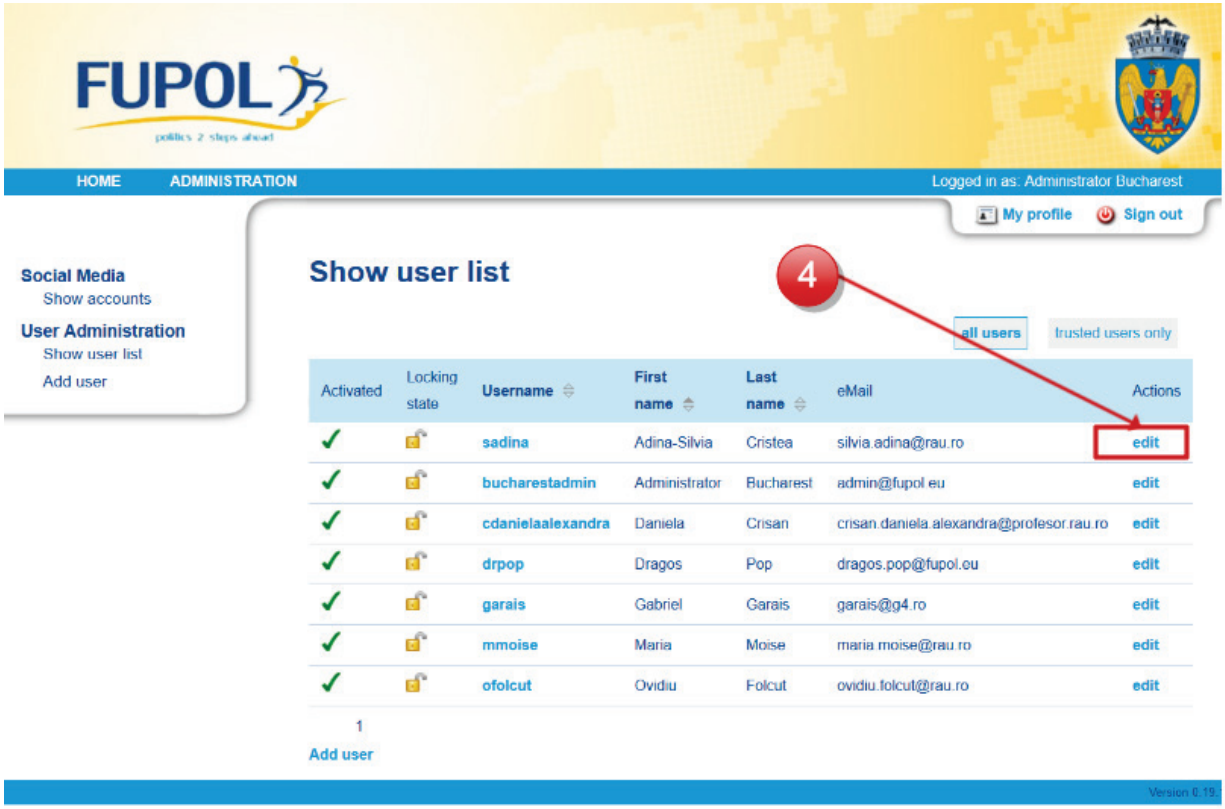
3.1.2. Editing a user

A system administrator can edit a user's information.

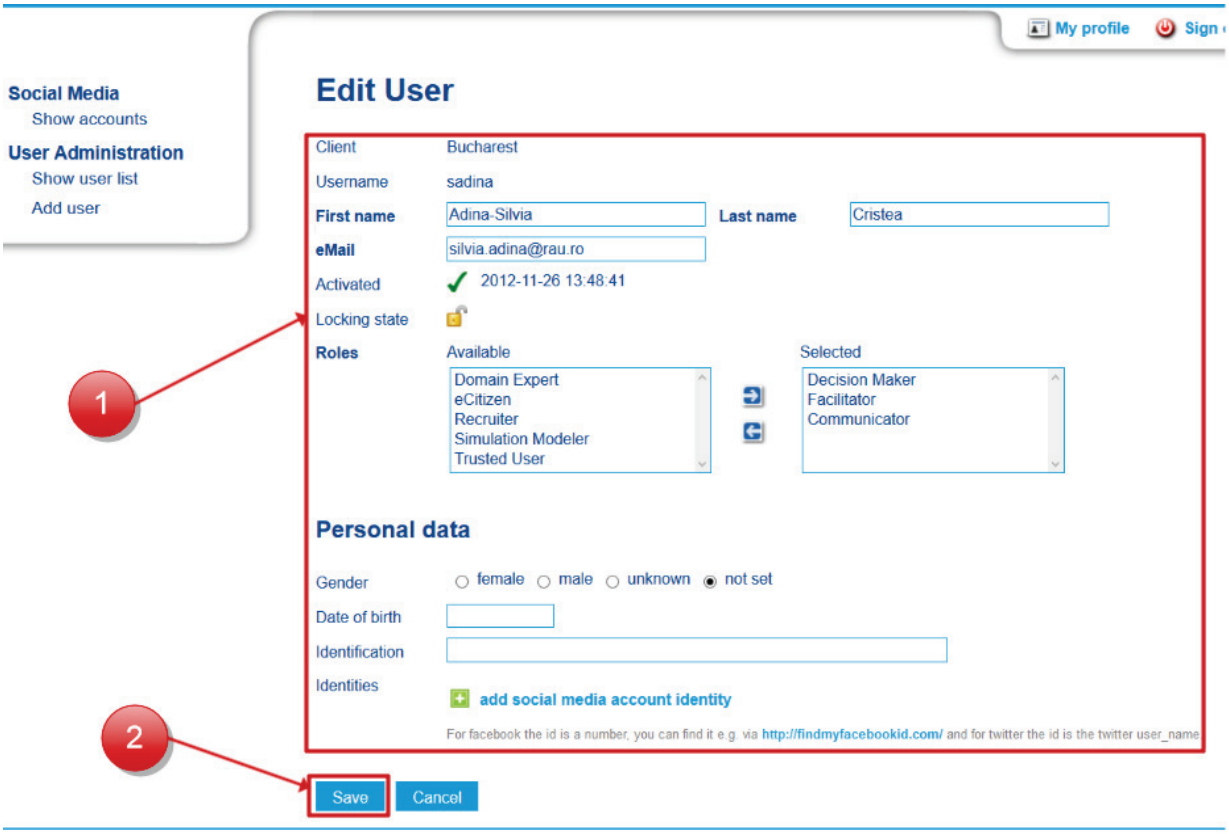
Icon
Note that the username can not be changed.

Follow these steps to edit a user:

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu
3. Select "Show User List" from the menu bar
4. Click on the edit button beside the desired user
5. Edit user data
6. Save the changes



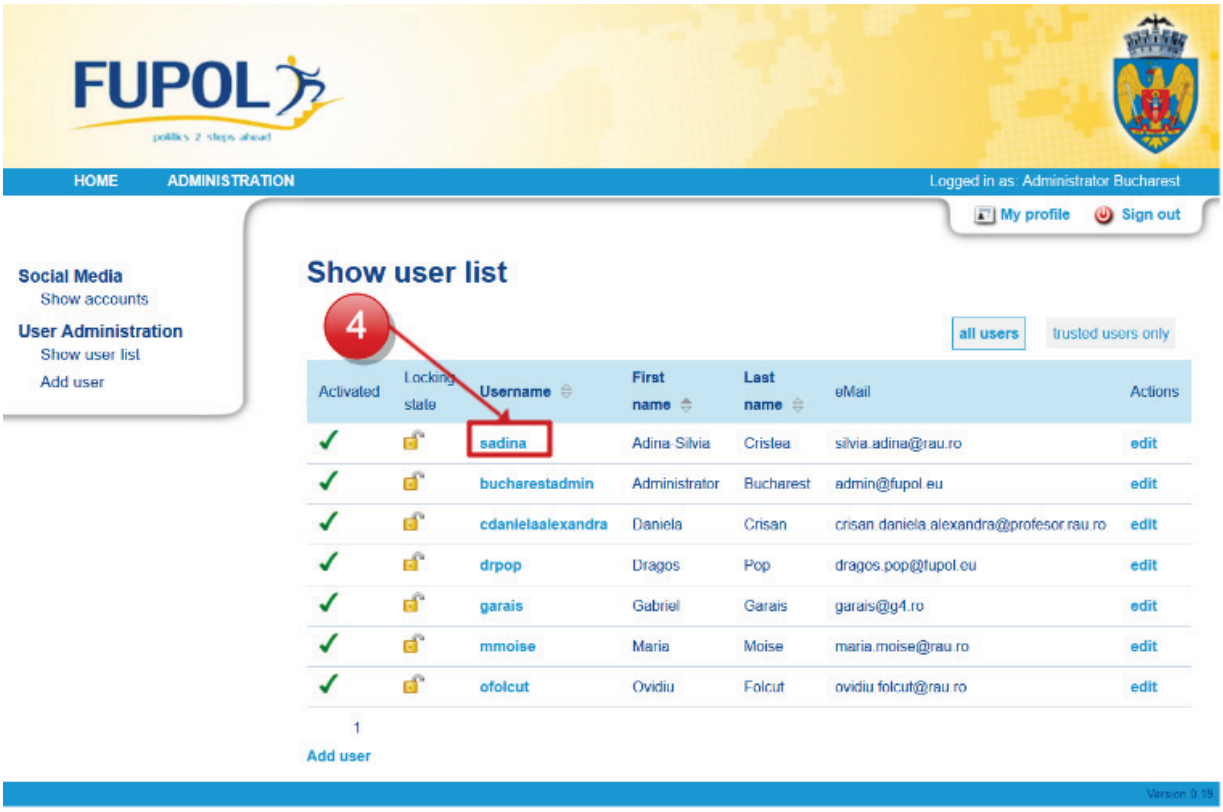
On the edit user page, change the desired user information and save the changes.

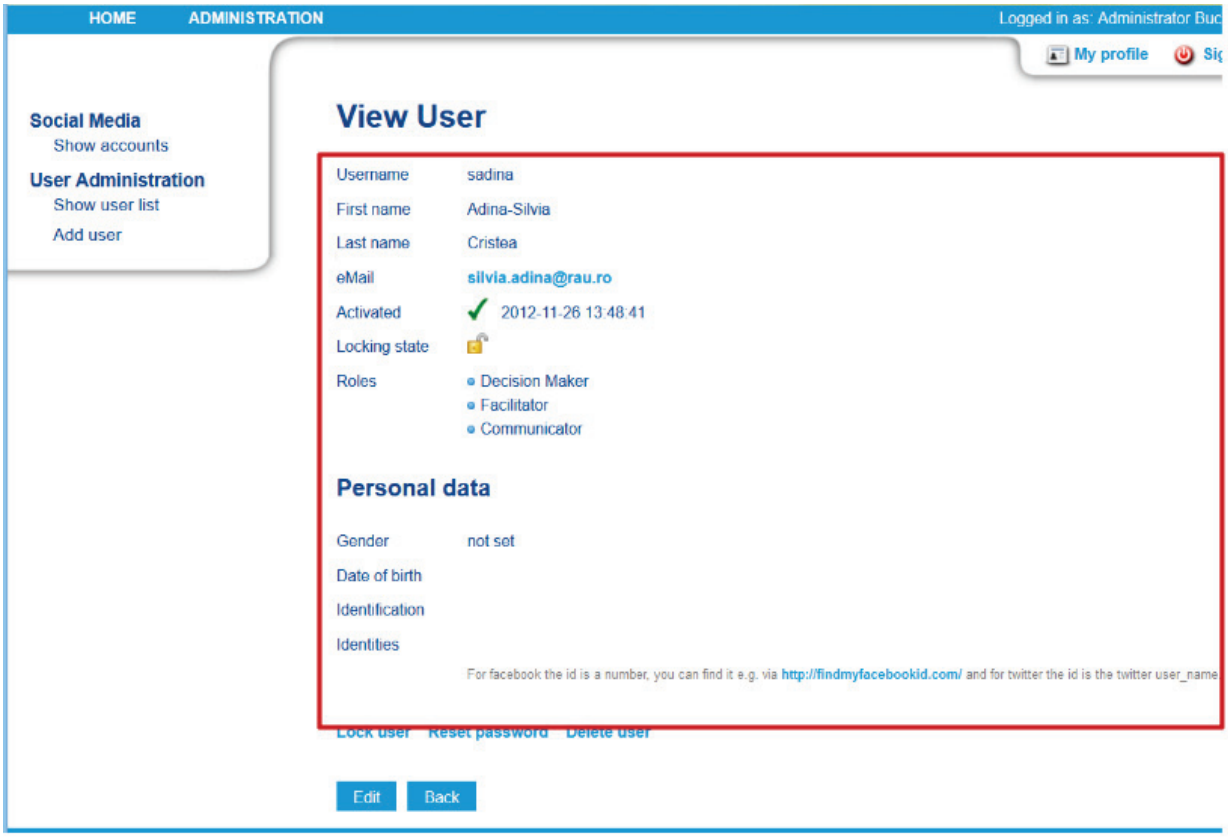


3.1.3. Viewing user data

In order to view user data, the administrator has to follow these steps:

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu
3. Select "Show User List" from the menu bar
4. Click on the username of the desired user in the list
5. View the user data


FUPOL
HOME
ADMINISTRATION
Logged in as: Administrator Bucharest
My profile
Sign out
Social Media
Show accounts
User Administration
Show user list
Add user
Show user list
4
all users
trusted users only
Activated
Locking state
Username
First name
Last name
eMail
Actions
sadina
Adina-Silvia
Cristea
silvia.adina@rau.ro
edit
bucharestadmin
Administrator
Bucharest
admin@fupol.eu
edit
cdanielaalexandra
Daniela
Crisan
crisan.daniela.alexandra@profesor.rau.ro
edit
drpop
Dragos
Pop
dragos.pop@fupol.eu
edit
garais
Gabriel
Garais
garais@g4.ro
edit
mmoise
Maria
Moise
maria.moise@rau.ro
edit
ofolcut
Ovidiu
Folcut
ovidiu.folcut@rau.ro
edit
1
Add user
Version 0.19

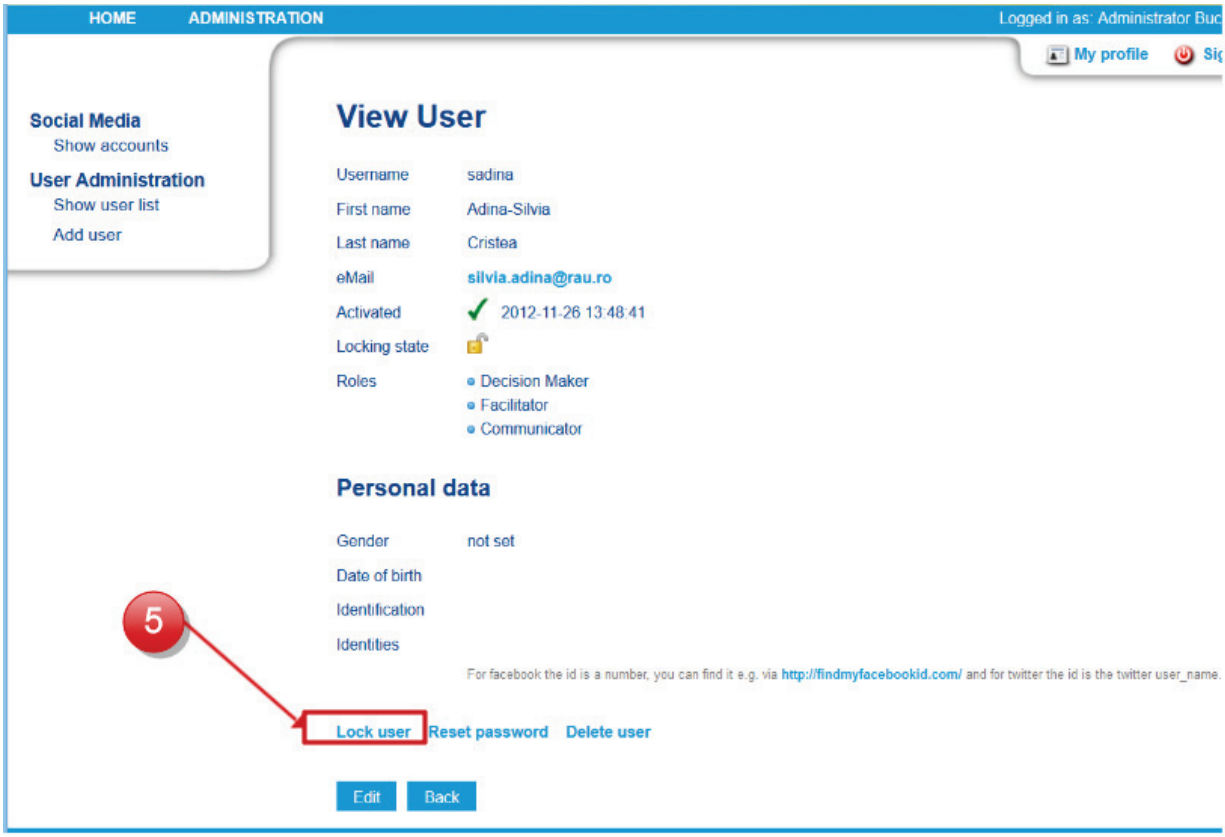


3.1.4. Locking a user

Locking a user prevents him / her from accessing the client.

In order to lock a user, an administrator must navigate to the View User Page and perform the locking operation.

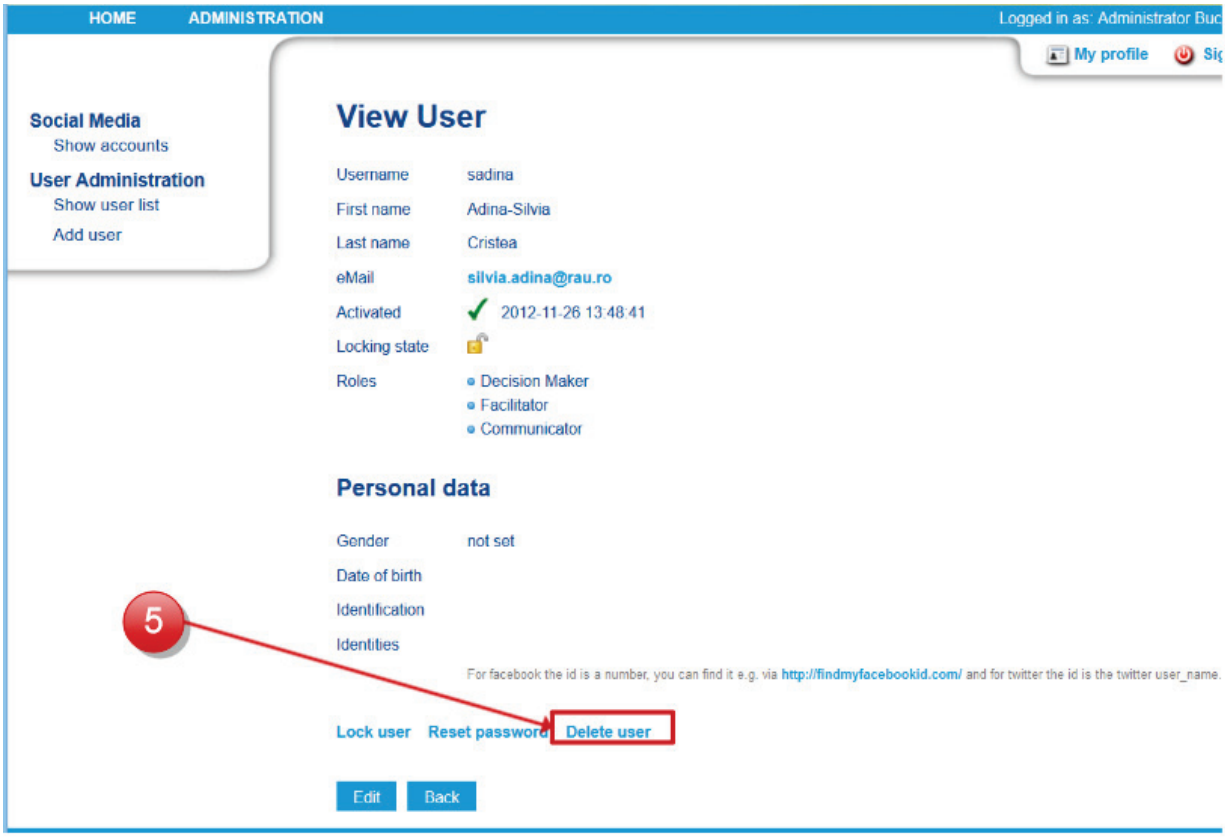
1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu
3. Select "Show User List" from the menu bar
4. Click on the username of the desired user in the list
5. Click the Lock User link on the bottom of the page
6. Confirm the lock by clicking Yes on the prompt



3.1.5. Deleting a user

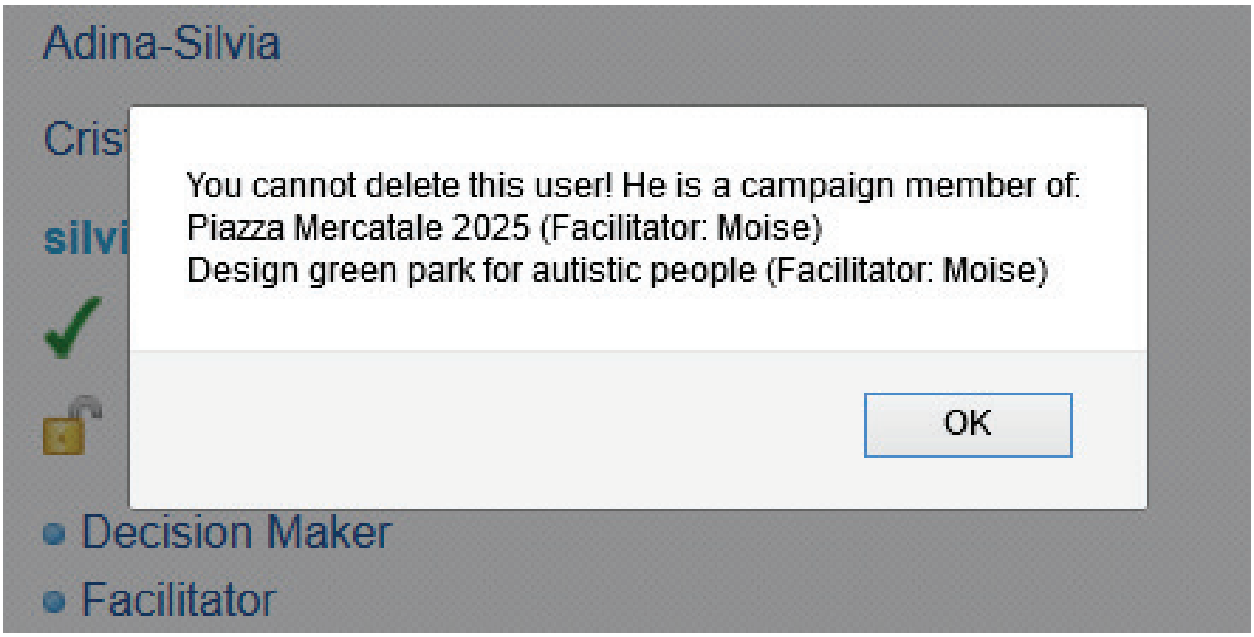
In order to delete a user, an administrator must navigate to the View User Page and perform the locking operation.

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu
3. Select "Show User List" from the menu bar
4. Click on the username of the desired user in the list
5. Click the Delete User link on the bottom of the page
6. Confirm the deletion by clicking Yes on the prompt



Icon

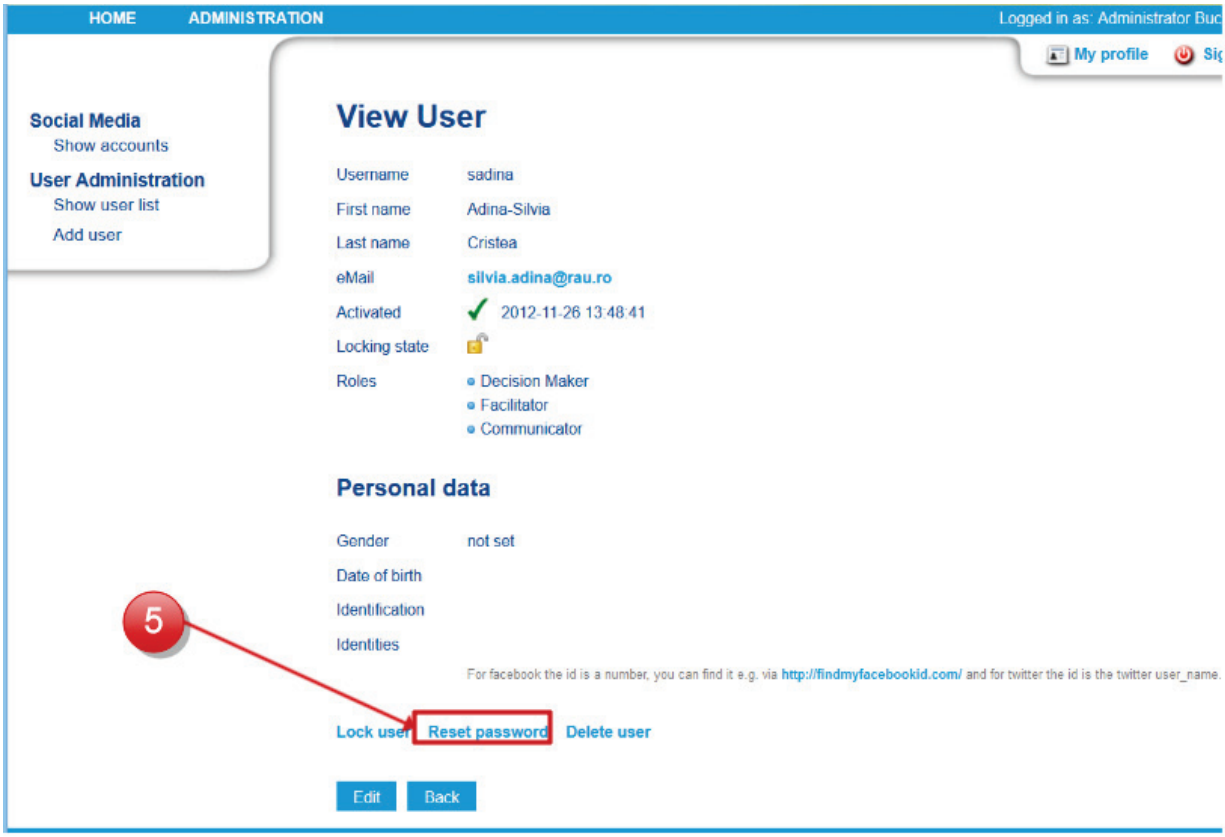
Please note that if a user is a member of a campaign he / she can not be deleted. Instead, when clicking the delete link, the following popup message appears:



3.1.6. Resetting a user password

In order to reset the password for a user, an administrator must navigate to the View User Page and perform the locking operation.

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu
3. Select "Show User List" from the menu bar
4. Click on the username of the desired user in the list
5. Click the Reset Password link on the bottom of the page
6. Confirm the reset by clicking Yes on the prompt

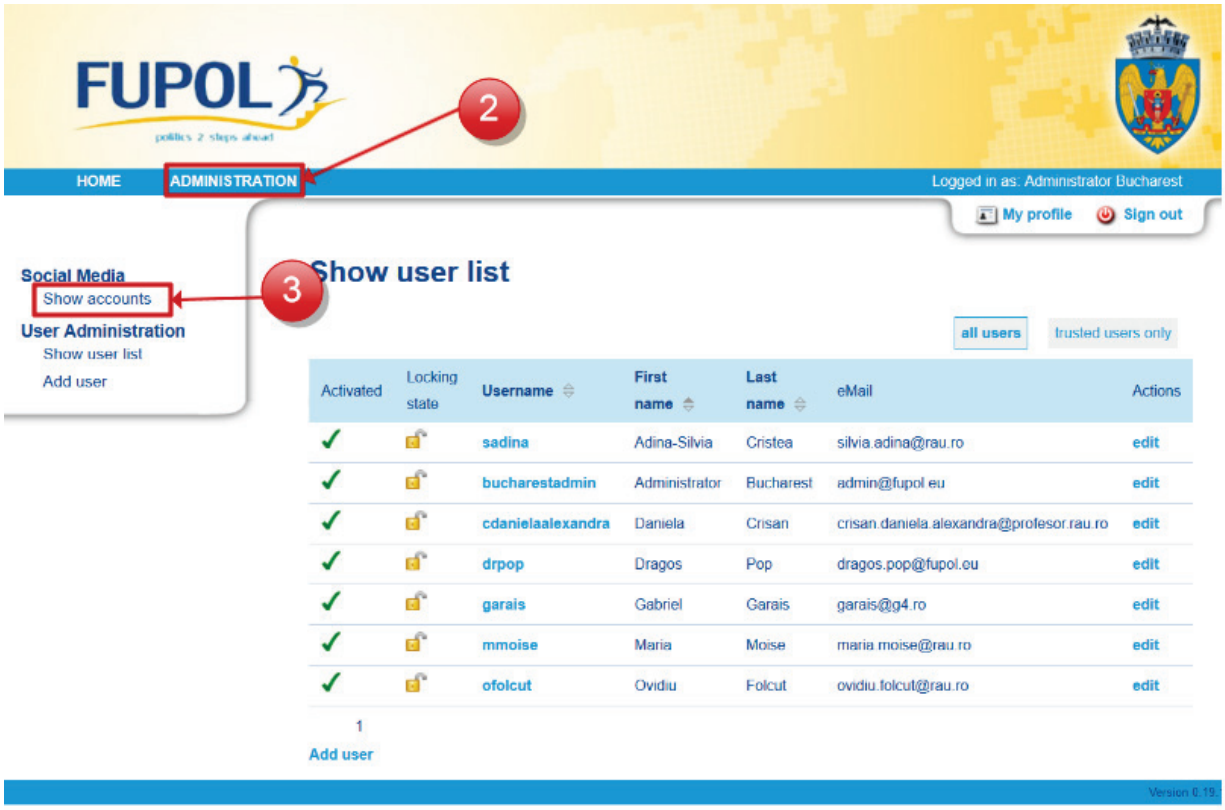


3.2. Managing social media accounts

Social media accounts are used to gather data from social media websites like Facebook and Twitter about FUPOL campaigns. Facilitators use these accounts to set up Social Media Windows on their campaigns and run collection processes with different sets of keywords on social media platforms.

Take the following steps to arrive at the administration page for social media accounts:

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu
3. Select "Show accounts" from the menu bar



The administration page for social media accounts is shown bellow. On this page, the administrator can perform the following actions:

1. Add a new social media account
2. Manage existing social media accounts

3.2.1. Adding a new account

In order to add a new social media account, an administrator has to follow these steps:

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "Administration" from the menu
3. Select "Show accounts" from the menu bar
4. Chose a social media platform
5. Click the Add link
6. Fill in the form
7. Check the account
8. Save the data

To add a new social media account, the administrator has to have the credentials of the target social media application at hand. Currently, the platform supports Facebook, Twitter and Blogspot accounts. The following paragraphs and figures will show how to setup a different developer account for each platform and acquire the needed credentials.

3.2.1.1. Facebook

In order to add a Facebook-type Social Media Account to the FUPOL platform, the administrator needs to have a valid Facebook Account and setup a new Facebook Application.

3.2.1.1.1. Creating a new Facebook account

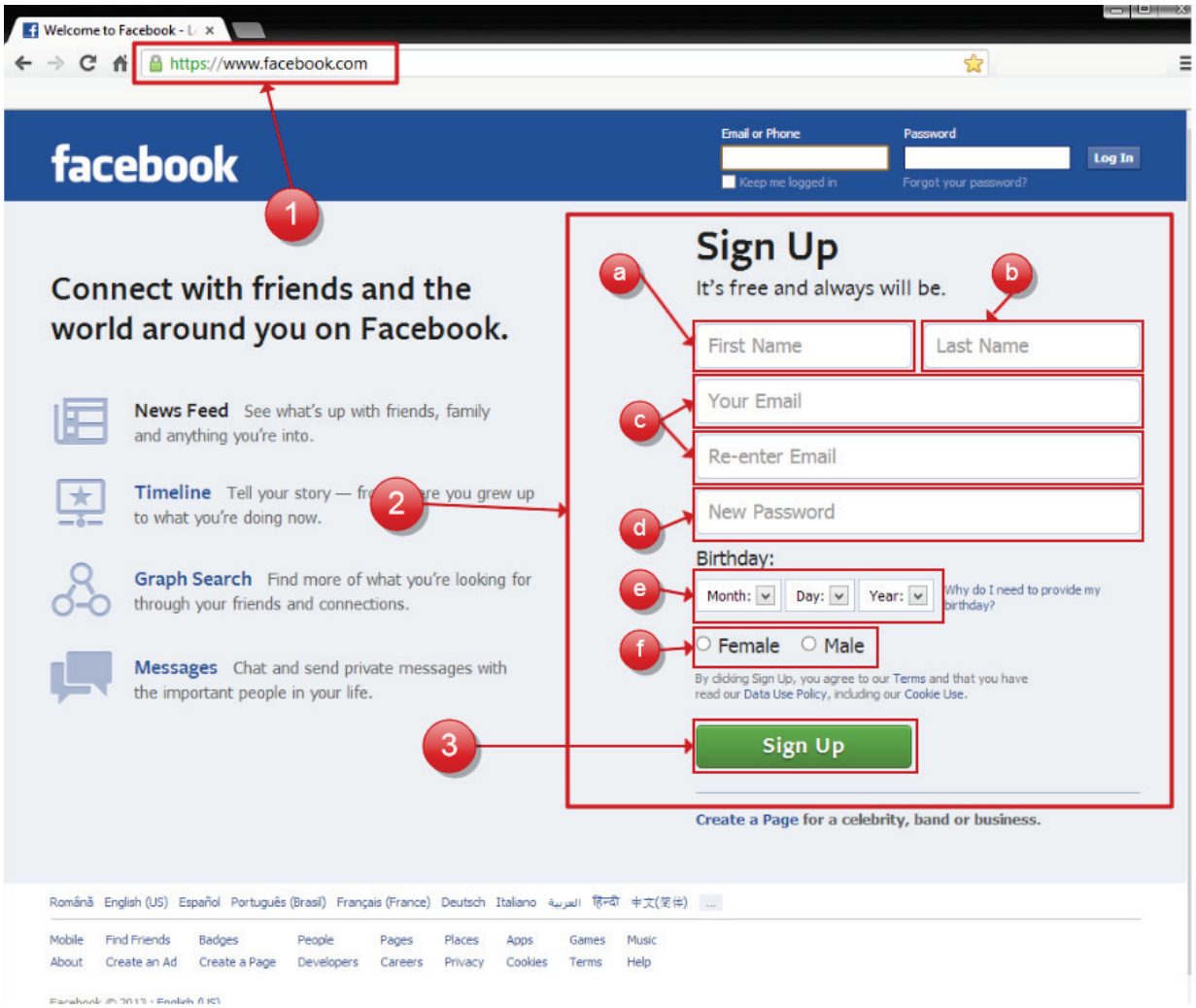
Icon

Note that this step is optional. If a Facebook account is available, the administrator may skip this step.

If no valid Facebook Account is available, one can be created by accessing the Facebook URL at http://www.facebook.com.

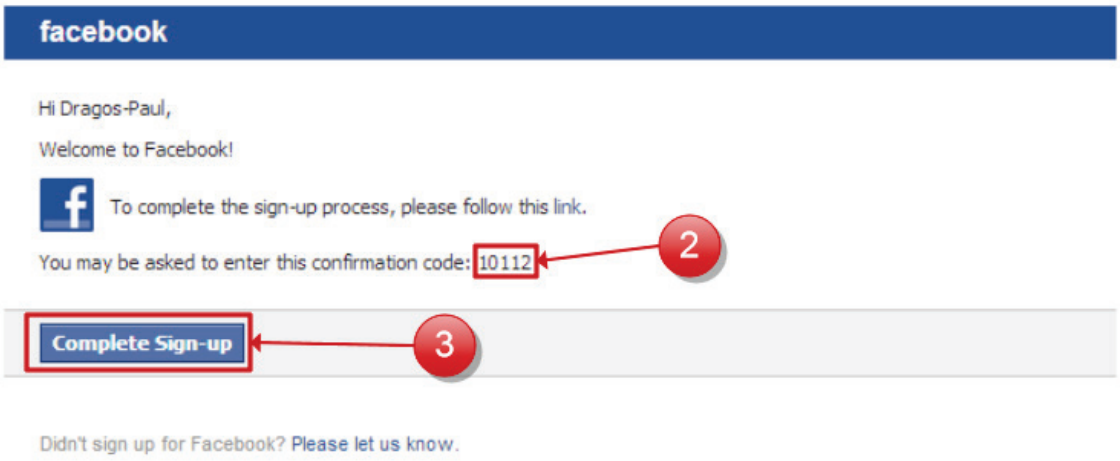
The following steps describe the creation of a new Facebook account:

1. Browse to http://www.facebook.com
2. Fill in the Sign Up form with the following details
    1. First Name
    2. Last Name
    3. Email address
    4. Password
    5. Birthday
    6. Gender
3. Click the Sign Up button


Welcome to Facebook
https://www.facebook.com
facebook
Email or Phone
Password
Log In
Keep me logged in
Forgot your password?
1
Connect with friends and the world around you on Facebook.
News Feed See what's up with friends, family and anything you're into.
Timeline Tell your story — fr re you grew up to what you're doing now.
Graph Search Find more of what you're looking for through your friends and connections.
Messages Chat and send private messages with the important people in your life.
2
Sign Up
It's free and always will be.
a
b
First Name
Last Name
c
Your Email
Re-enter Email
d
New Password
Birthday:
e
Month:
Day:
Year:
Why do I need to provide my birthday?
f
Female
Male
By clicking Sign Up, you agree to our Terms and that you have read our Data Use Policy, including our Cookie Use.
3
Sign Up
Create a Page for a celebrity, band or business.
Română English (US) Español Português (Brasil) Français (France) Deutsch Italiano
Mobile Find Friends Badges People Pages Places Apps Games Music
About Create an Ad Create a Page Developers Careers Privacy Cookies Terms Help

After clicking the Sign Up button, a confirmation email will be sent to the address provided at step **c** above. The email message looks like the one pictured bellow. In order to complete the sign-up process the user is required to click the Complete Sign-up button and follow the instructions.

1. Check the inbox of the email address provided at step **c** above for the confirmation email similar to the one pictured bellow
2. Remember the confirmation code
3. Click the Complete Sign-up button


facebook
Hi Dragos-Paul,
Welcome to Facebook!
To complete the sign-up process, please follow this link.
You may be asked to enter this confirmation code: 10112
2
Complete Sign-up
3
Didn't sign up for Facebook? Please let us know.

3.2.1.1.2. Creating a Facebook Application

The administrator needs to create a new Facebook Application in order to receive the credentials needed by the FUPOL platform.

The following steps describe how to create a new Facebook Application and how to obtain the necessary credentials required by the FUPOL platform:

1. Navigate to http://developers.facebook.com
    1. if needed, enter your password
    2. click the Continue button
2. Click the Apps link
3. Click the Register as a developer button (if already a registered developer skip this step)
    1. accept the terms an conditions by checking the checkbox
    2. click the Continue button
    3. choose a country code
    4. input a valid mobile phone number
    5. click the Continue button
    6. input the confirmation code received by sms
    7. click the Continue button
    8. optionally turn on text notifications
    9. set phone number visibility
    10. click the Continue button
    11. optionally fill in the experience form
    12. click the Continue button or the Skip button

13. click the Done button
4. Click the Create App button
5. Input new app details
    1. input app name
    2. optionally input app namespace
    3. optionally check the web hosting offer
    4. click the Continue button
6. Pass the verification test
    1. fill in the capcha text
    2. click the Continue button
7. Right down the App ID and App Secret codes

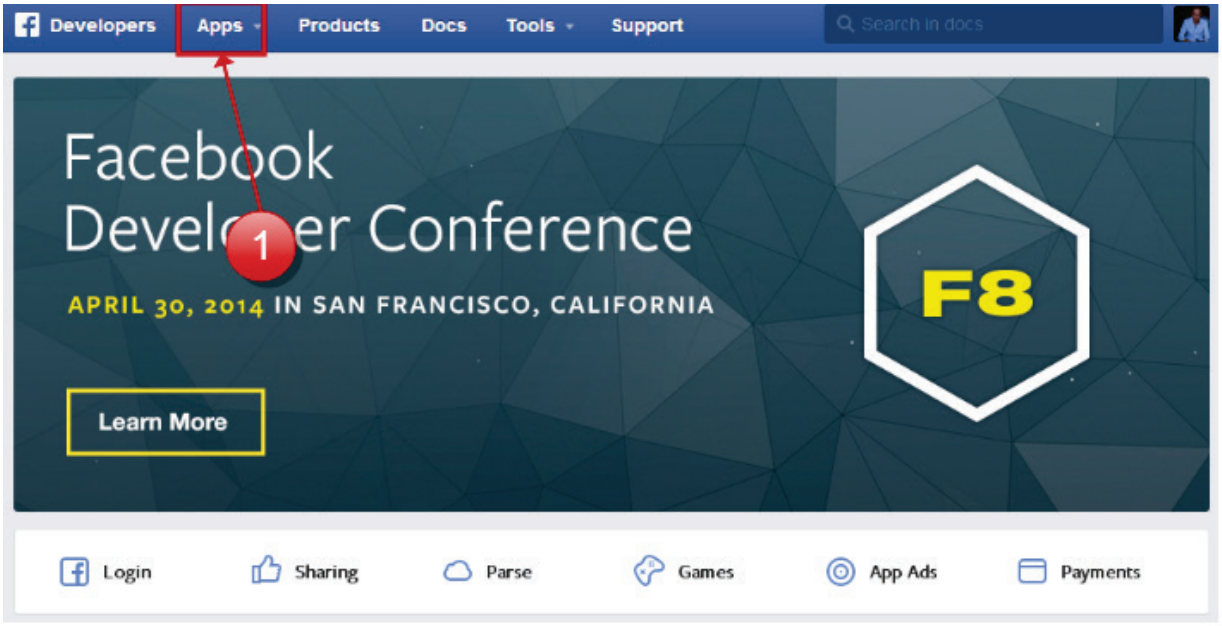
3.2.1.1.2.1. Step 1: Navigate to the developers page

Navigate to http://developers.facebook.com

1. if needed, enter your password
2. click the Continue button

3.2.1.1.2.2. Step 2: Click the Apps link

1. On the Facebook Developers page click the Apps link

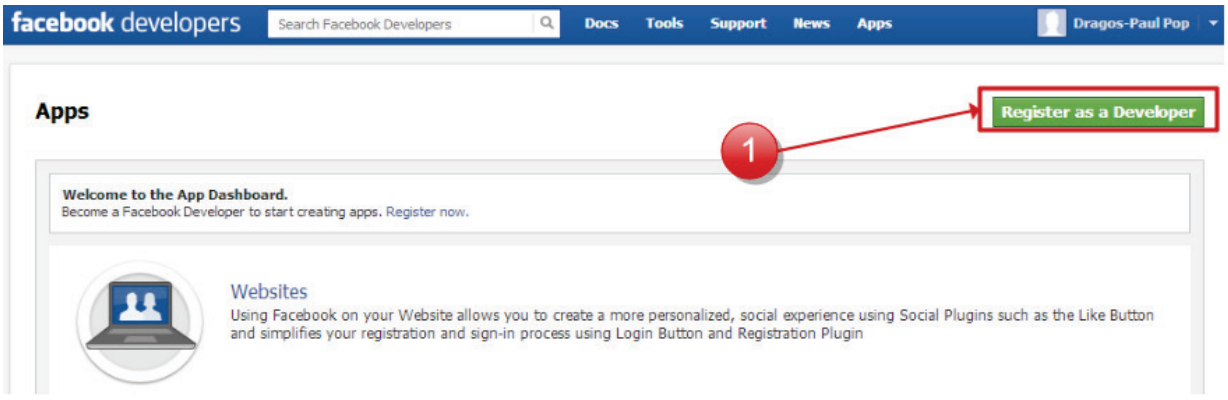


3.2.1.1.2.3. Step 3: Register as a Facebook developer

Icon

Note that this is an optional step, that only needs to be done once. If the administrator is already registered as a Facebook developer, he may skip to Step 4.

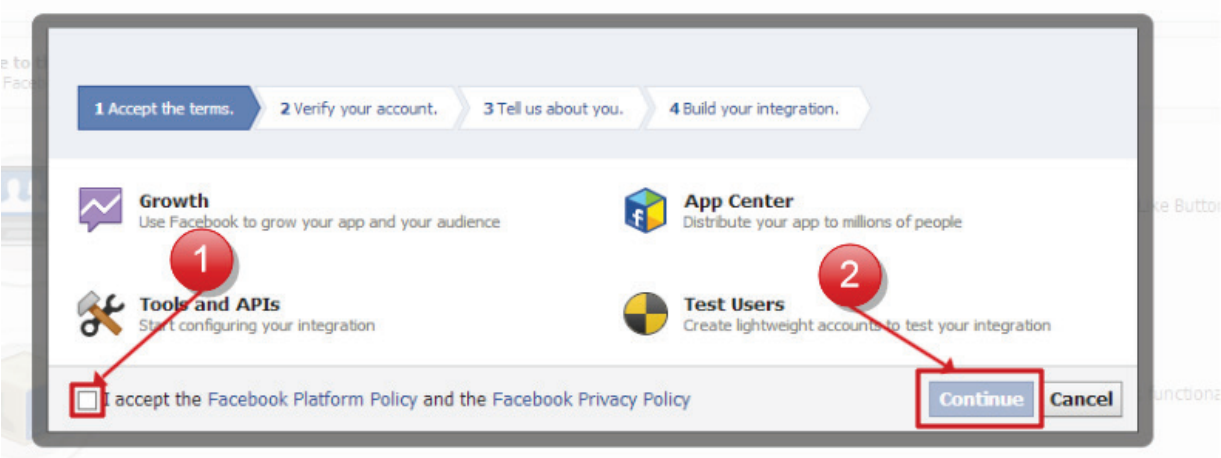
1. Click the Register as a Developer button


facebook developers
Search Facebook Developers
Docs
Tools
Support
News
Apps
Dragos-Paul Pop
Apps
Register as a Developer
1
Welcome to the App Dashboard.
Become a Facebook Developer to start creating apps. Register now.
Websites
Using Facebook on your Website allows you to create a more personalized, social experience using Social Plugins such as the Like Button and simplifies your registration and sign-in process using Login Button and Registration Plugin

After clicking the Register as a Developer button, a new modal dialog appears that prompts the user for some extra information.

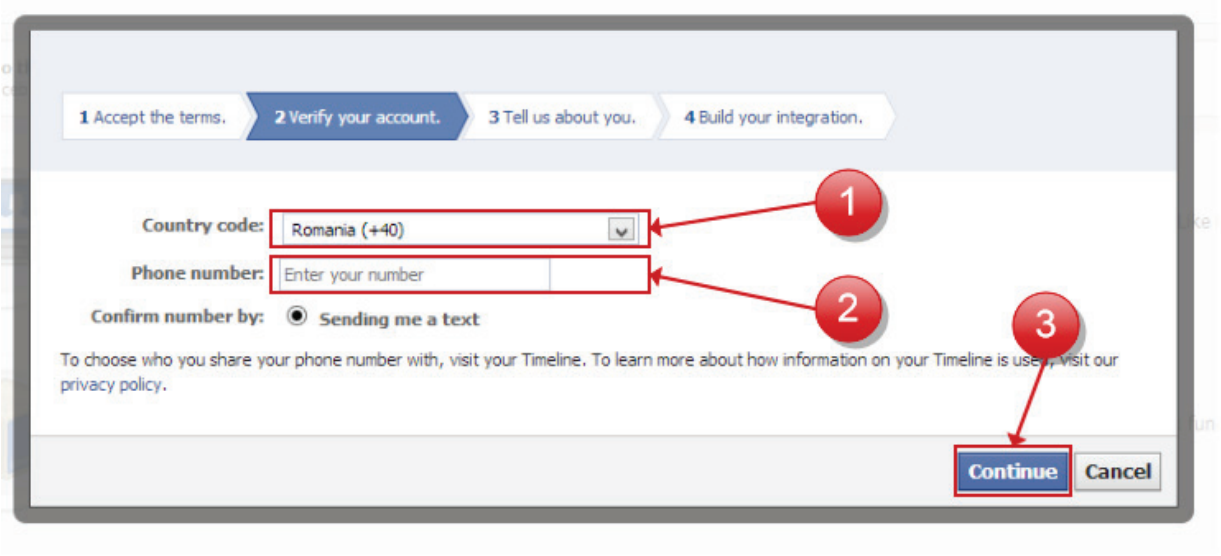
The first item requires the user to accepts the terms of the Facebook Platform Policy and the Facebook Privacy Policy.

1. Check the box and accept the terms
2. Click the continue button



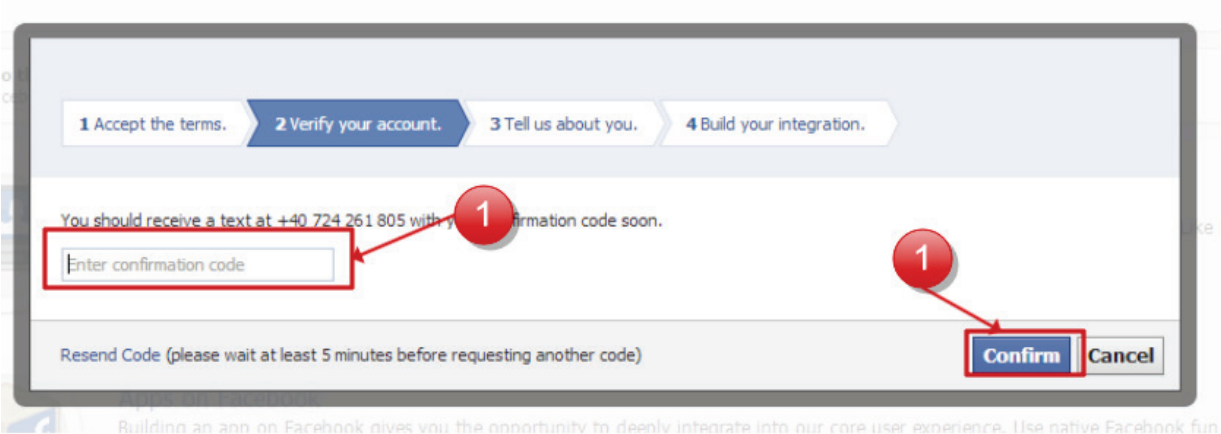
The second item requires that the user should input a mobile phone number. An text message will be sent to this number that the user must enter in order to advance.

1. Choose a country code
2. Input a mobile phone number
3. Click the Continue button


1 Accept the terms.
2 Verify your account.
3 Tell us about you.
4 Build your integration.
Country code:
Romania (+40)
Phone number:
Enter your number
Confirm number by:
Sending me a text
1
2
3
To choose who you share your phone number with, visit your Timeline. To learn more about how information on your Timeline is use, visit our privacy policy.
Continue
Cancel

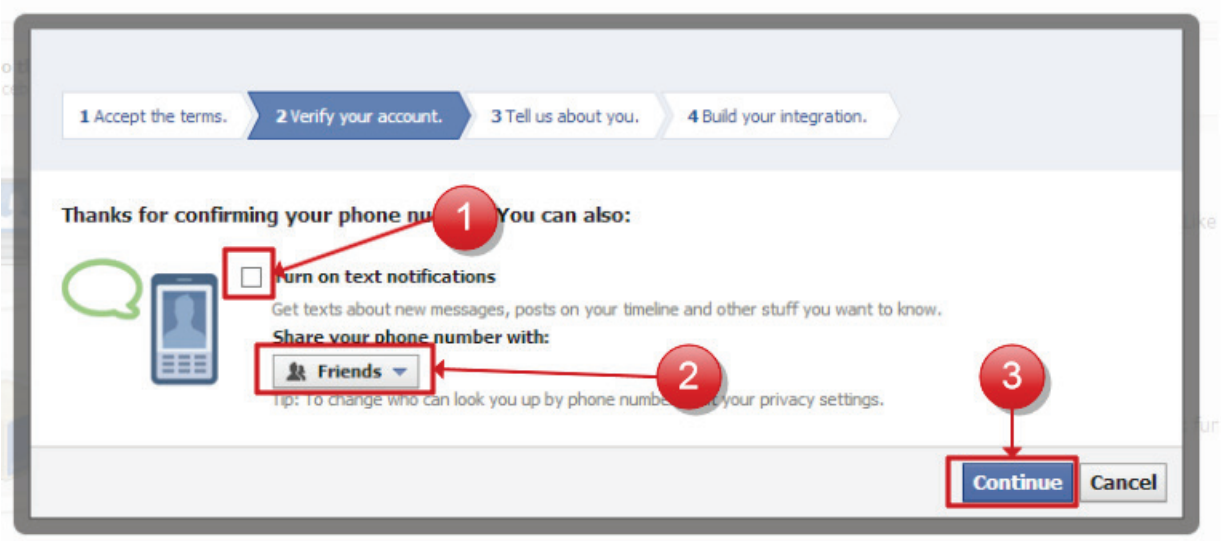
After receiving the text message from Facebok, verify your account by entering the received code.

1. Enter the code received by sms
2. Click the Confirm button


1 Accept the terms.
2 Verify your account.
3 Tell us about you.
4 Build your integration.
You should receive a text at +40 724 261 805 with y
irmation code soon.
Enter confirmation code
1
1
Resend Code (please wait at least 5 minutes before requesting another code)
Confirm
Cancel

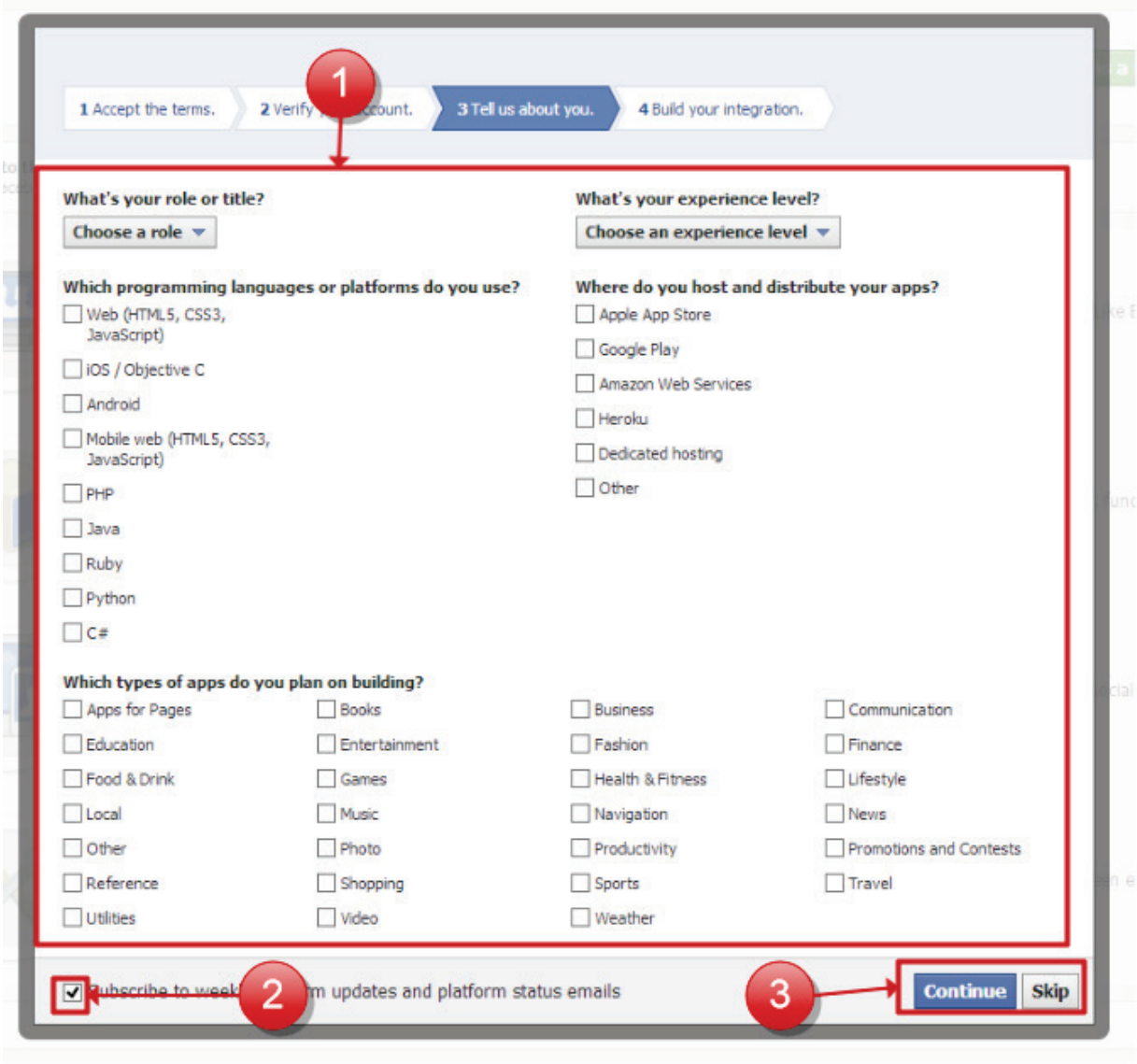
After confirming the phone number, chose notification options and number visibility.

1. Optionally choose to receive text notifications
2. Choose phone number visibility
3. Click the Continue button


1 Accept the terms.
2 Verify your account.
3 Tell us about you.
4 Build your integration.
Thanks for confirming your phone nu
You can also:
1
urn on text notifications
Get texts about new messages, posts on your timeline and other stuff you want to know.
Share your phone number with:
Friends
2
Tip: To change who can look you up by phone numbe
your privacy settings.
3
Continue
Cancel

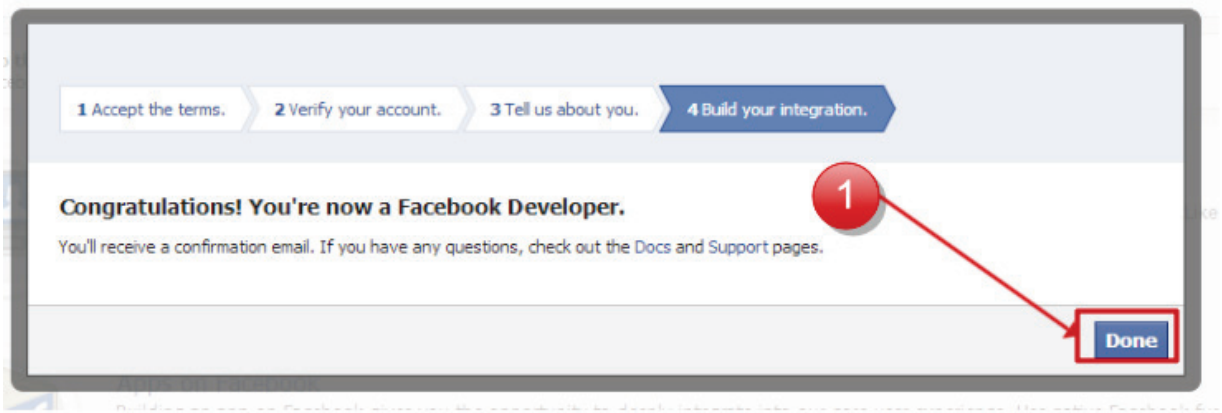
The third item is optional and it is about collection developer data.

1. Optionally fill in the form
2. Choose whether subscribe to the platform newsletter or not
3. Click the Continue or Skip buttons



Complete the registration.

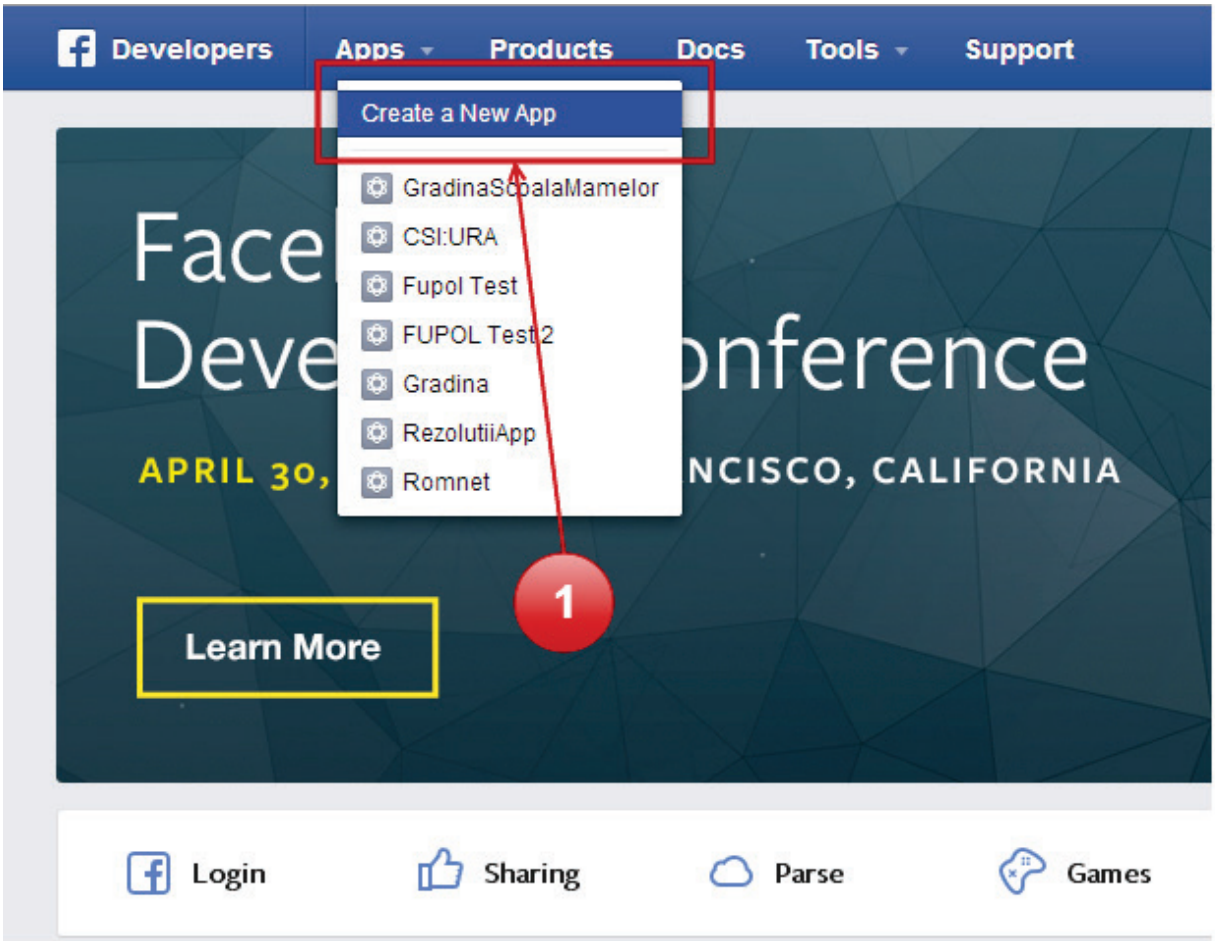
1. Click the Done button


1 Accept the terms.
2 Verify your account.
3 Tell us about you.
4 Build your integration.
Congratulations! You're now a Facebook Developer.
You'll receive a confirmation email. If you have any questions, check out the Docs and Support pages.
1
Done

3.2.1.1.2.4. Step 4: Create a new Facebook Application

On the Facebook Developers page create a new app.

1. Click the Create New App button



3.2.1.1.2.5. Step 5: Input new app details

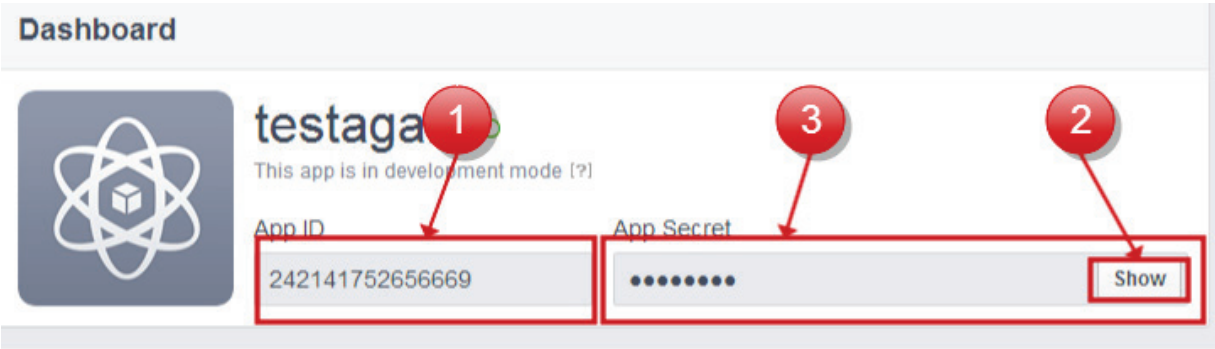
1. Input app name
2. Optionally input an app namespace (not required by the FUPOL platform)
3. Choose a category for the app

3.2.1.1.2.6. Step 6: Pass verification

1. Carefully decipher the Capcha image
2. Input the text
3. Click the Continue button

3.2.1.1.2.7. Step 7: Write down the app info

1. Write down the App ID
2. Hit the Show button to reveal the App Secret
3. Write down the App Secret



3.2.1.1.3. Creating a new Facebook type social media account on the FUPOL platform

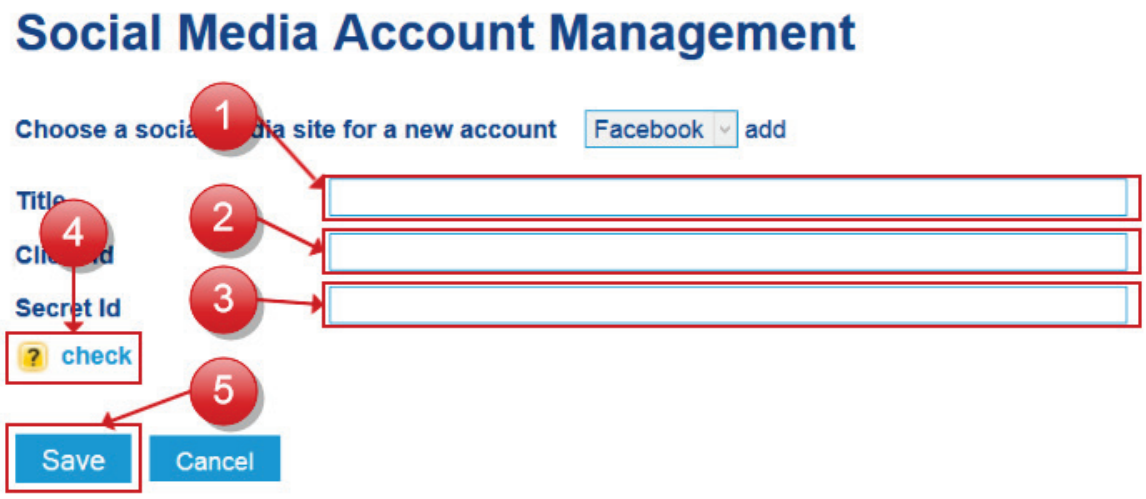
After having created a new Facebook Application, the administrator has to return to the FUPOL-client administration page and navigate to the Social Media accounts page. There, choose Facebook as the platform and click the Add button.

1. Choose Facbook from the select menu
2. Click the Add button

After clicking the Add button, a form appears that needs to be filled.

Field	Description	Example
Title	The title for the new social media account. This can be anything. Choose a relevant title.	FB Account
Client ID	This is the App ID generated when a new Facebook Application was created,	487233371336190
Secret ID	This is the App Secret generated when a new Facebook Application was created,	21f71598517acea464230fff60975313

1. Input a title for the account
2. Input the App ID
3. Input the App Secret
4. Check to see if the platform validates the new account
5. Click Save



3.2.1.2. Twitter

In order to add a Twitter-type Social Media Account to the FUPOL platform, the administrator needs to have a valid Twitter Account and setup a new Twitter Application.

3.2.1.2.1. Creating a new Twitter account

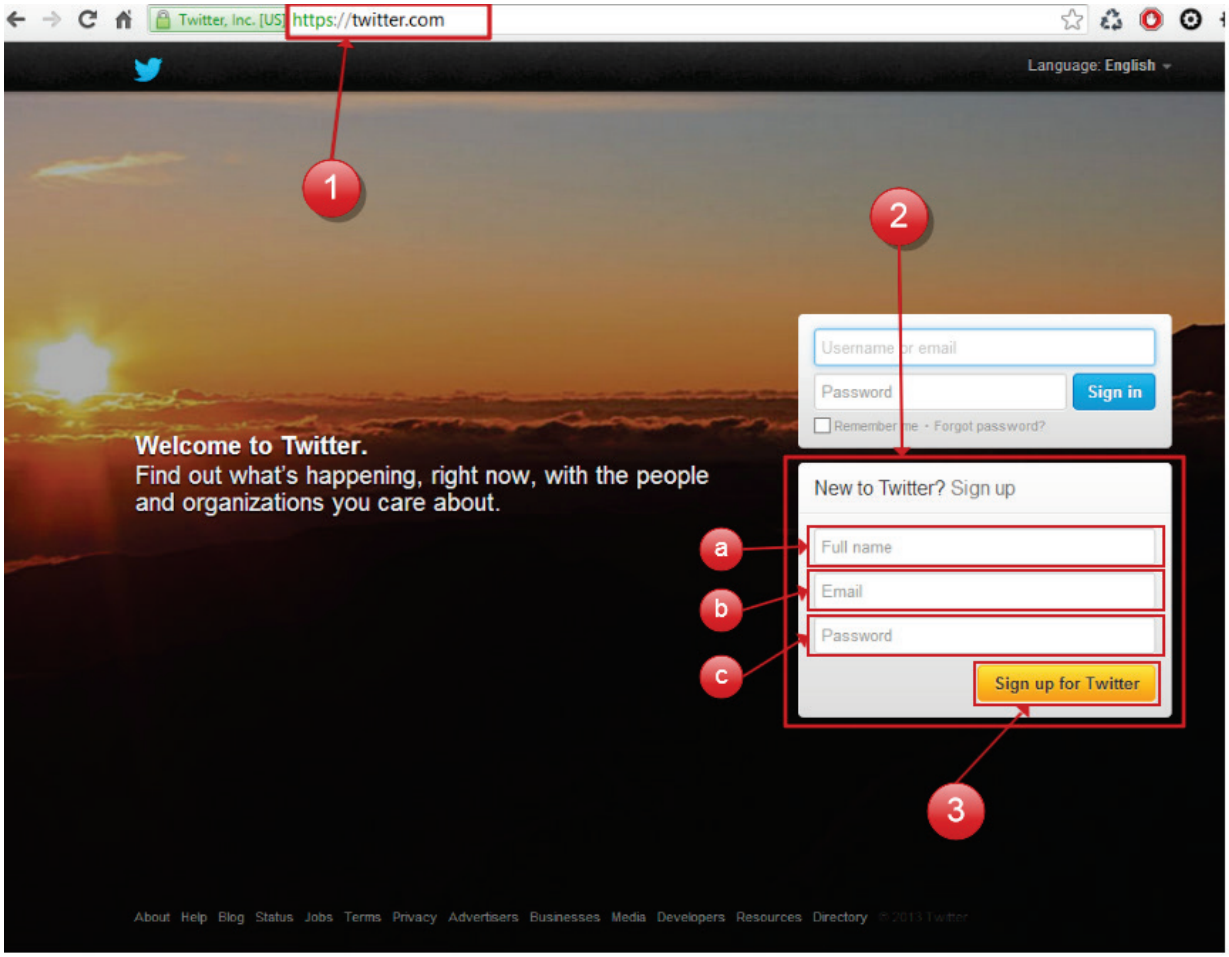
Icon

Note that this step is optional. If a Twitter account is available, the administrator may skip this step.

If no valid Twitter Account is available, one can be created by accessing the Twitter URL at https://twitter.com.

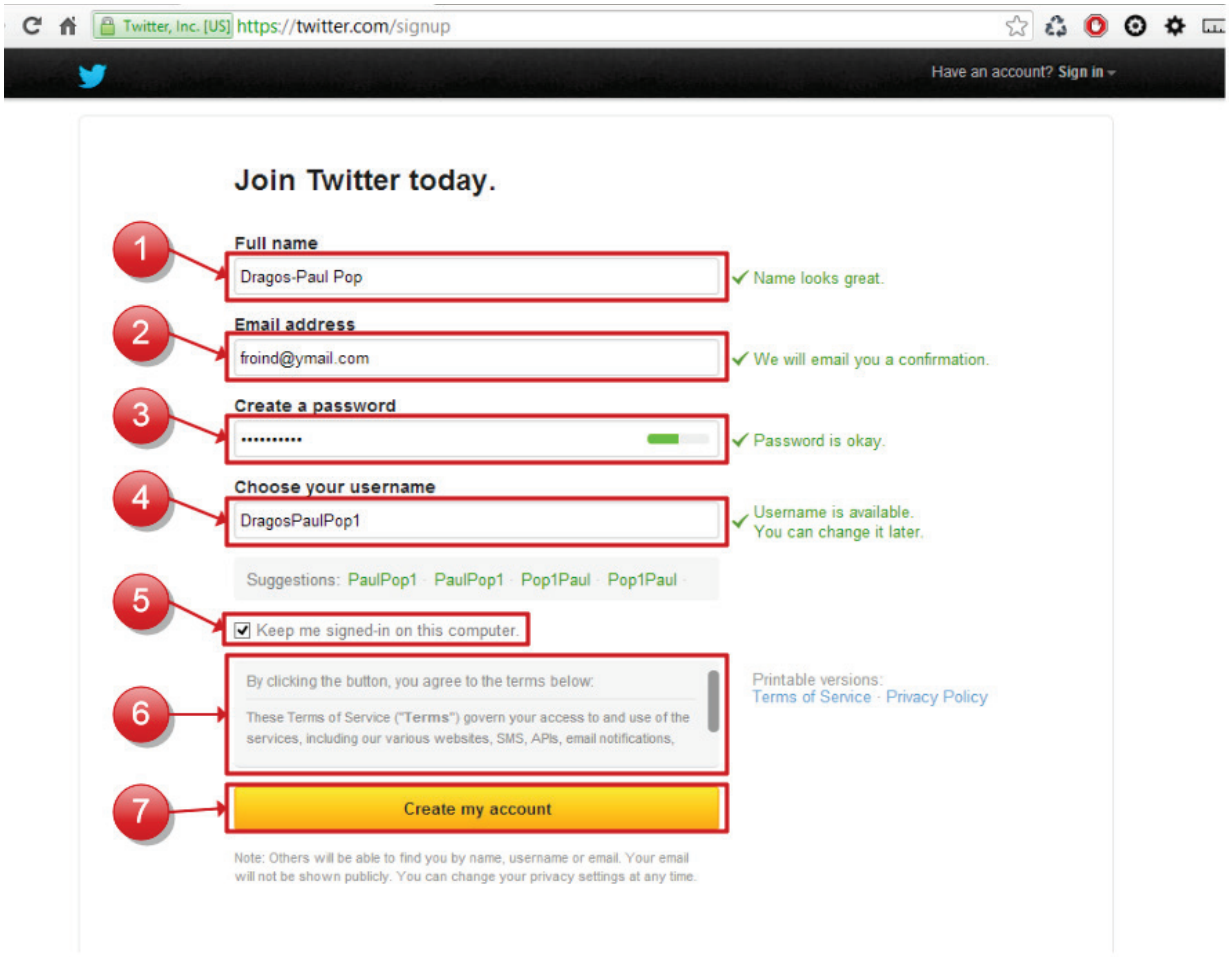
The following steps describe the creation of a new Twitter account:

1. Browse to https://twitter.com
2. Fill in the Sign Up form with the following details
    1. Full Name
    2. Email address
    3. Password
3. Click the Sign up for Twitter button



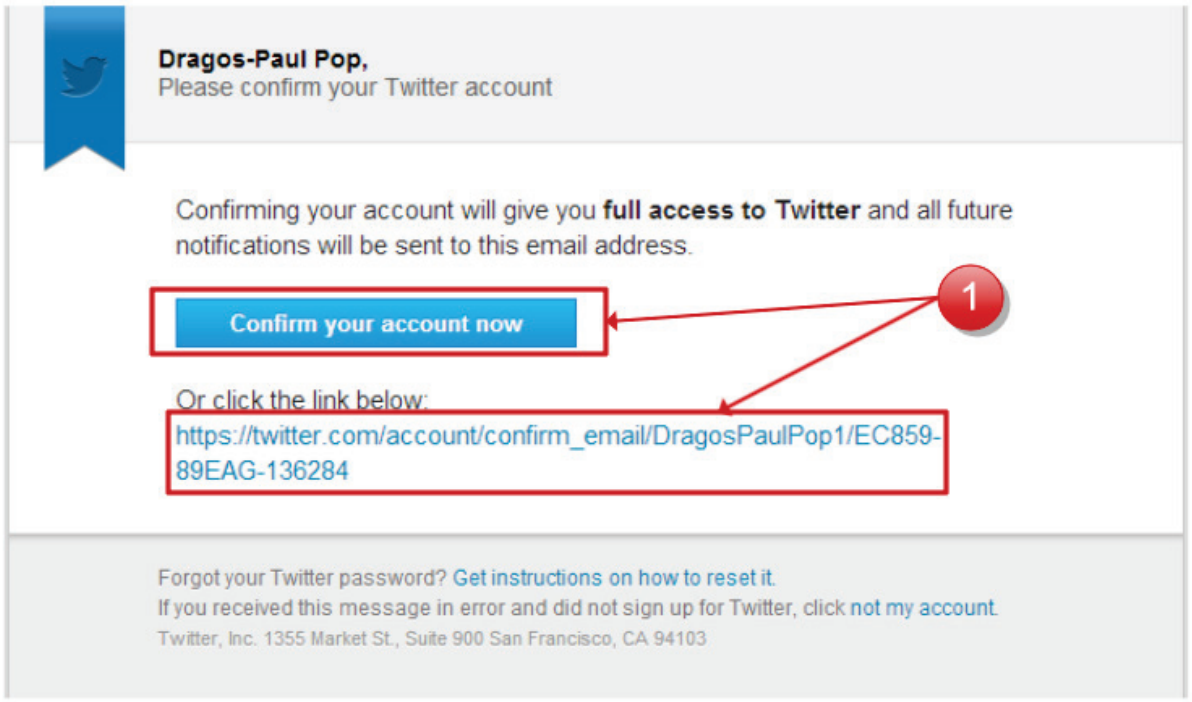
After clicking the Sign up for Twitter button, the next page displays extra information about the new account.

1. Check to see if the name looks ok
2. Check the email status
3. Check the password status
4. Choose a username
5. Choose whether to keep the account signed-in on the current computer
6. Read the Terms of Service
7. Click the Create my account button


Twitter, Inc. [US] https://twitter.com/signup
Have an account? Sign in
Join Twitter today.
1
Full name
Dragos-Paul Pop
Name looks great.
2
Email address
froind@ymail.com
We will email you a confirmation.
3
Create a password
Password is okay.
4
Choose your username
DragosPaulPop1
Username is available.
You can change it later.
Suggestions: PaulPop1 · PaulPop1 · Pop1Paul · Pop1Paul
5
Keep me signed-in on this computer.
6
By clicking the button, you agree to the terms below:
These Terms of Service ("Terms") govern your access to and use of the services, including our various websites, SMS, APIs, email notifications,
Printable versions:
Terms of Service · Privacy Policy
7
Create my account
Note: Others will be able to find you by name, username or email. Your email will not be shown publicly. You can change your privacy settings at any time.

After clicking the Create my account button, check the inbox of the email address for a message that looks like the one bellow and either click the confirmation button or the confirmation link.

1. Click the Confirm your account now button or the confirmation link


Dragos-Paul Pop,
Please confirm your Twitter account
Confirming your account will give you full access to Twitter and all future notifications will be sent to this email address.
Confirm your account now
1
Or click the link below:
https://twitter.com/account/confirm_email/DragosPaulPop1/EC859-89EAG-136284
Forgot your Twitter password? Get instructions on how to reset it.
If you received this message in error and did not sign up for Twitter, click not my account.
Twitter, Inc. 1355 Market St., Suite 900 San Francisco, CA 94103

3.2.1.2.2. Creating a Twitter Application

After confirming the new Twitter Account, the administrator will need to browse to the Twitter Developers website, sign in using the available Twitter account and follow the steps to create a new Twitter Application and write down the credentials needed for the FUPOL platform social media account.

Follow these steps to create a new Twitter Application:

1. Navigate to Twitter Developers
2. Sign in using Twitter account credentials
3. Navigate to My Applications
4. Create a new application
5. Fill in the application details
6. Generate an access token
7. Review the access token

3.2.1.2.2.1. Step 1: Navigate to Twitter Developers

1. Browse to https://dev.twitter.com
2. Sign in

3.2.1.2.2.2. Step 2: Sign in using Twitter account credentials

After clicking the Sign in link, the Sign in page loads where the administrator can any Twitter account credentials to log into the Twitter Developers platform.

1. Input a Twitter username
2. Input the associated password
3. Click the Log in button

3.2.1.2.2.3. Step 3: Navigate to My Applications

One logged into the Twitter Developers platform, navigate to the My Applications section.

1. Click the Twitter username
2. Click the My Applications button

3.2.1.2.2.4. Step 4: Create a new application

Once on the My Applications page, locate and click the Create a new application button

1. Click the Create a new application button

3.2.1.2.2.5. Step 5: Fill in the application details

On the Create an application page, fill in the form with the appropriate data.

1. Fill in the name of the application
2. Fill in the description
3. Fill in the website (read the field description for more details)
4. Optionally fill in the callback URL
5. Carefully read and agree the Developer Rules of The Road
6. Fill in the security capcha
7. Click the Create your Twitter application button

3.2.1.2.2.6. Step 6: Generate an access token

After successfully creating the application it's time to generate an access token. This token data, along with the Consumer info, is required by the FUPOL platform in order to connect to Twitter and mine for data.

1. Write down the Consumer key and Consumer Secret
2. Click the Create my access token button

3.2.1.2.2.7. Step 7: Review the access token

After the generation of the access token, write it down, as it is needed to successfully link the Twitter application to the FUPOL platform.

Icon

Please note that sometimes access token generation fails on first attempt. Click the button to try again until an access token is successfully generated.

1. Review the access token and the access token secret

3.2.1.2.3. Creating a new Twitter type social media account on the FUPOL platform

After having created a new Twitter Application, the administrator has to return to the FUPOL-client administration page and navigate to the Social Media accounts page. There, choose Twitter as the platform and click the Add button.

1. Choose Twitter from the select menu
2. Click the Add button

After clicking the Add button, a form appears that needs to be filled.

Field	Description	Example
Title	The title for the new social media account. This can be anything. Choose a relevant title.	Tw App FUPOL
Consumer Key	This is the Consumer Key that was created along with the Twitter Application	S3CLf4nDhWkdYS03qBCC6g
Consumer Secret	This is the Consumer Secret that was created along with the Twitter Application	b3fQ1DgmjhKVP3ksc1hQ4HrREVH2flQ6vNsxPBDKbis
Access Token Key	This is the Access Token Key that was generated after the Twitter Application was created	1254548318-3PFTYEt5Tukz1qdZKKic1HRbmAvsw9sYP2vFBgP
Access Token Secret	This is the Access Token Secret that was generated after the Twitter Application was created	KSzholHLqCHnnqplVzq2t5UOsSPU0XNioj6PNmts

1. Input a title for the account
2. Input the Consumer Key
3. Input the Consumer Secret
4. Input the Access Token Key
5. Input the Access Token Secret
6. Check to see if the platform validates the new account
7. Click Save

3.2.1.3. Blogspot

In order to add a Blogspot-type Social Media Account to the FUPOL platform, the administrator needs to have a valid Google Account.

3.2.1.3.1. Creating a new Google account

Icon

Note that this step is optional. If a Google account is available, the administrator may skip this step.

If no valid Google Account is available, one can be created by accessing the Blogger URL at http://www.blogger.com.

The following steps describe the creation of a new Facebook account:

1. Navigate to https://accounts.google.com
2. Click the Sign Up button

After the page loads fill in the form with the appropriate data.

1. Input First and Last names
2. Choose a username
3. Create a password
4. Confirm the password
5. Input the birthday
6. Choose a gender
7. Input mobile phone number
8. Input an existing email address
9. Fill in the capcha verification
10. Choose a location
11. Agree to the Terms of Service and Privacy Policy
12. Click the Next Stept button

If everything checks, on the next add a profile photo or click the Next step button.

1. Click the Next step buton

After completing the sign-up process, it's time to request access to the Blogger API.

3.2.1.3.2. Requesting access to Blogger API

1. Navigate to http://code.google.com/apis/console

2. Click on the Services menu item

On the services page locate The Blogger API service and click the "Request access" link.

1. Click on the "request access" link next to "Blogger API v3"

On the "Quota request" fill in the form and submit it.

1. DO NOT change the value in the "project" field
2. DO NOT change the "email" field
3. Describe why you need to use the API (e.g. "Working with the FUPOL platform")
4. Leave the "quota" field empty
5. Submit the form

After submitting the form, wait for the confirmation email. Note that it may take several days for the email to arrive. Follow the instructions in the email to activate the API access key.

An example confirmation email is illustrated bellow.

3.2.1.3.3. Creating a new Blogspot type social media account on the FUPOL platform

After having obtained a new API Key, the administrator has to return to the FUPOL-client administration page and navigate to the Social Media accounts page. There, choose Blogpost as the platform and click the Add button.

1. Choose Blogpost from the select menu

2. Click the Add button

After clicking the Add button, a form appears that needs to be filled.

Field	Description	Example
Title	The title for the new social media account. This can be anything. Choose a relevant title.	Blogpost App
Google API Key	This is the API Key that was obtained from Google	

1. Input a title for the account
2. Input the Google API Key
3. Check the connectivity
4. Click Save

3.2.2. Checking an existing account

An administrator can check social media accounts to see if the credentials still work. These are some of the reasons an account might fail: improper configuration, account suspension, key expiration, application deletion, etc.

In order to check the social media accounts set-up with the FUPOL platform, follow these steps:

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "*Administration*" from the menu
3. Select "*Show accounts*" from the menu bar
4. Choose an account from the *Your Social Media Accounts* section
5. Click the Check button beside the desired account or click the Check all button to check all accounts
6. Review the Check status

The figure bellow shows both social media accounts that have passed the checking process and ones that haven't. The reasons the checking process failed for some account is highlighted by the platform itself.

3.2.3. Deleting an account

Deleting a social media account set-up on the FUPOL platform is as easy as going to the Social Media Account Management page and clicking the Delete button beside the desired account.

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "*Administration*" from the menu
3. Select "*Show accounts*" from the menu bar
4. Choose an account from the *Your Social Media Accounts* section
5. Click the Delete link beside the desired account
6. Confirm the deletion

When the administrator click the delete link, a confirmation dialog appears.

1. Click Yes to approve deletion

3.2.4. Editing an account

In order to edit a previously set-up social media account on the FUPOL platform, follow these simple steps:

1. Log in on *"Fupol-Client"* as a system administrator
2. Select "*Administration*" from the menu
3. Select "*Show accounts*" from the menu bar
4. Choose an account from the *Your Social Media Accounts* section
5. Click the Edit link beside the desired account

After clicking on the Edit link, a content box slides down and the administrator can edit the account settings.

For detailed information about the form fields, please review the *Adding an account* section under *Managing social media accounts* in the *System Administration* chpater of this manual, and choose the desired account type subsection.

1. Edit the account settings